



# **Health & Safety Policy**

**Optimum Heating Ltd**

Title	<b>Policy statement</b>			1
Purpose	<i>To facilitate safety management and provide a clear statement of intent, set out the organisation for safety and the arrangements involved.</i>			
Arrangement	<p>Through this policy, its organisation, arrangements and monitoring our objective in line with the requirements of The Health and Safety at Work Act etc. 1974 and other applicable legislation is:</p> <ul style="list-style-type: none"> <li>To provide adequate control of the health and safety risks arising from our work activities which may affect our employees and others;</li> <li>To consult with our employees on matters affecting their health and safety;</li> <li>To provide and maintain safe plant and equipment;</li> <li>To ensure safe handling and use of substances;</li> <li>To provide information, instruction and supervision for employees;</li> <li>To ensure all employees are competent to do their tasks, and to give them adequate training;</li> <li>To prevent accidents and cases of work-related ill health;</li> <li>To maintain safe and healthy working conditions; and</li> <li>To review and revise this policy as necessary at regular intervals.</li> </ul>			
How checked	By review	Records kept	Stating Your Business	
Who checks	Managing Director	How often	Annually or whenever policy changes	
How often	Annually or whenever policy changes	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	02/03/2007	

<b>H&amp;S Policy</b>		<b>Optimum Heating Ltd</b>	
Title	<b>HS Management and organisation</b>		2
Purpose	<i>The controlling management of the organisation are kept aware of safety issues and participate in the improvement of safe working practices.</i>		
Arrangement	<p>Overall and final responsibility rests with the Directors . However the following people take operational responsibility for health and safety in the areas noted in the next section.</p> <p>H&amp;S Administration - Julie Pott  H&amp;S Management - Managing Director - Simon Boorer  H&amp;S personal implementation - Staff  H&amp;S competent person - steps2safety, D Middleton MBA BSc CMIOSH - see contract  Fire warden – Stephen Bumstead  Appointed person – Stephen Bumstead  First aiders – All staff have attended a short appointed course and are able to render first aid to the extent covered by that course  Legal responsibility of employees is to:  co-operate with supervisors and managers on health and safety matters;  not interfere with anything provided to safeguard their health and safety;  take reasonable care of their own health and safety; and  report all health and safety concerns to an appropriate person (as detailed in this policy statement).</p>		
How checked	By review at management meetings	Records kept	H&S Policy File
Who checks	Managing Director	How often	On going
How often	On going	Assoc. items	Competent person
Day to day responsibility	Above individuals and all staff		
Stage	Implemented		
Approved by (signature)	Simon Boorer		Note
Date start	15/9/2005	Review	02/03/2007

Title	<b>HS Management director Level responsibility</b>			3
Purpose	<i>The controlling management of the organisation are kept aware of safety issues and participate in the improvement of safe working practices.</i>			
Arrangement	<p>Overall and final responsibility rests with the MD, Simon Boorer. However the business is divided into three streams and the following people take operational responsibility for health and safety in the areas noted in the next section.</p> <p>Overall - Managing Director - Simon Boorer</p> <p>Administration - Administration Manager - Julie Pott</p> <p>Domestic contracts - Supervisor - John Howarth</p> <p>Commercial contracts - Supervisor - John Turnbull</p>			
How checked	By review at management meetings	Records kept	Stating Your Business	
Who checks	Managing Director	How often	Whenever there is a significant change to the risk profile of any aspect of the business.	
How often	Whenever there is a significant change to the risk profile of any aspect of the business.		Assoc. items	
Day to day responsibility	Above named individuals.			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	02/03/2007	

Title	<b>HS Management</b>		4
Purpose	<i>Operational staff are required to take responsibility for workplace safety within their areas of control. However for specific safety monitoring responsibilities there are 2 areas split as shown below.</i>		
Arrangement	<p>1. Commercial activities - this means contract work other than for private individuals - responsibility is with John Turnbull.</p> <p>2. Domestic activities - this means contract work for domestic householders - responsibility is with John Howarth</p> <p>3. Office and administrative work - this means all office activities - responsibility is with Julie Pott.</p> <p>These three individuals report to Simon Boorer for their health and safety activity.</p>		
How checked	Operational checks are on a day to day basis. Progress and activity is reviewed at management meetings.	Records kept	Stating Your Business
Who checks	Managing Director and above named individuals.	How often	Annually or whenever policy changes
How often	Annually or whenever policy changes	Assoc. items	Minutes of safety meetings Risk assessments Monitoring records
Day to day responsibility	Managing Director and above named individuals.		
Stage	Implemented		
Approved by (signature)	Simon Boorer		Note
Date start	14/4/2004	Review	02/03/2007

Title	<b>Risk assessment</b>		5
Purpose	<i>Description of the process for identifying hazards and attendant risks, rating them and identifying further control actions required.</i>		
Arrangement	<p>This is essentially a contracting business with generic risks and with risks specific to each work contract. New contracts are risk assessed using a checklist system which is also used as an aid memoire by the individual employees when they first visit a contract.</p> <p>The checklist used is developing as experience in using it grows, The system generates a risk assessment for each established customer which is consulted when employees visit existing customers for regular maintenance work.</p> <p>In addition there are specific arrangements governing risks from asbestos , lead and substances covered by COSHH e.g. flue dust.</p> <p>New commercial jobs are always risk assessed by a surveyor. Where domestic jobs are concerned this is not always practical. Risk assessment then depends on the individual employee being aware of hazards and risks prompted by the in-van reminder checklist. Each employee has also received basic risk assessment training.</p>		
How checked	All risk assessments pass over Managing Director's desk and are reviewed	Records kept	Generic risk assessments Job risk assessments
Who checks	Managing Director	How often	Whenever appropriate - new jobs, changed circumstances existing customers,

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How often	Whenever appropriate - new jobs, changed circumstances existing customers,			Assoc. items	Risk assessments Asbestos risk assessment COSHH risk assessment DSE risk assessment Explosion risk assessment Fire risk assessment Generic risks - office Generic risks - company site Generic risks - site visits Site visit risk checklist Equipment risk assessment Homeworker risk checklist Homeworking risk assessment Lone working risk assessment Manual handling risk assessment
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)	Simon Boorer			Note	
Date start	14/4/2004	Review	02/03/2007		
Day to day responsibility	Managing Director, Supervisors and all staff				

Title	<b>Third parties</b>		6
Purpose	<i>To ensure that the safety of third parties is not jeopardised by hazards in the workplace and conversely that third parties acts and omissions do not jeopardize the safety of employees and others.</i>		
Arrangement	<p>Contracts often involve locations like schools, care homes and domestic premises where there are vulnerable persons. Similarly some commercial contracts involve work in manufacturing plants where customer employees are exposed to any risks generated by Optimum’s work.</p> <p>New customer risk assessments cover these specific consideration of risks to third parties. Induction training also provides instruction to optimum employees on how to minimise risks to others.</p> <p>An aide memoire in each van provides a safe working reminder for all fitters.</p>		
How checked	All risk assessments pass over Managing Director’s desk and are reviewed	Records kept	Generic risk assessments Training records kept by Administrative Manager
Who checks	Managing Director and above named individuals.	How often	Whenever appropriate.

**H&S Policy** **Optimum Heating Ltd**

How often	Whenever appropriate.			Assoc. items	Visitor information sheet - common Site visit risk checklist Homeworker risk checklist Asbestos risk assessment Car use instructions Emergency action instructions - first aid, fire, gas, bomb threat Generic risks - company site Generic risks - home working Generic risks - lone working Pedestrian/vehicle risks Site visit instructions
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)	Simon Boorer			Note	
Date start					

Title	<b>Working time</b>		7
Purpose	<i>The purpose of this arrangement is to ensure that the Company is complying with the requirements of the Working Time Directive.</i>		
Arrangement	Staff are paid by the hour and payroll records indicate total hours per week. These are checked to ensure that the regulations are not breached.		
How checked	Ongoing internal check	Records kept	Payroll
Who checks	Administrative Manager	How often	Monthly

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How often	Weekly			Assoc. items
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)				Note
	Simon Boorer			
Date start	26/8/2004	Review	02/03/2007	

Title	<b>Weather</b>	8
Purpose	<i>To ensure that in assessing risk for each hazard account is taken of the effect of weather on severity and likelihood</i>	
Arrangement	<p>Arrangements here are part of risk assessment.</p> <p>PPE - foul weather gear is provided and when working outside in very cold weather employees are encourage to take frequent breaks with access to a warm place either inside their vehicle or in customer facilities.</p> <p>When working on heating installations very cold weather brings increased slip risk e.g, water frozen on ladder rungs and this is also considered when planning work. When working outside in hot weather employees are required to keep their overalls or work shirts on to avoid harmful exposure to UV rays from the sun and to reduce skin exposure to oils, effluent and flue dust.</p>	
How checked		Records kept Stating Your Business
Who checks	Managing Director	How often

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How often		Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)			Note
	Simon Boorer		
Date start		Review	2/03/2007

Title	<b>Employee consultation</b>	9
Purpose	<i>To communicate and consult with employees on all aspects of health and safety policy and practice in accord with the law and in the interests of fostering everyone's commitment to a safe workplace</i>	
Arrangement	<p>Consultation with employees is direct with employees. Health and safety discussions are held as necessary with employees at the request of the employees or the MD.</p> <p>Health and safety issues are tabled and discussed at management meetings where this is appropriate. There is a safety issue suggestion and notification system and direct consultation with appointed person or Managing Director. Employee are consulted whenever there are significant health and safety issues related to planned changes, new equipment and any other relevant matter.</p>	
How checked	By review at management meetings	Records kept Minutes of H&S meetings - Administrative Manager

## H&S Policy Optimum Heating Ltd

Who checks	Managing Director and supervisors		How often	At least quarterly
How often	At least quarterly		Assoc. items	Named individuals aware of roles Minutes of safety meetings
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	2/03/2007	

Title	<b>Work equipment</b>	10
Purpose	<i>To ensure that work equipment used is correctly specified, inspected and maintained and that users, maintenance workers and inspectors are competent persons for their roles in using the equipment.</i>	
Arrangement	<p>Where appropriate in and out of stock checklist reminders are available to all employees required to use company equipment. Their use is covered during the induction process or by reference to professional training.</p> <p>All employees are issued with and required to wear appropriate personal protective equipment.</p> <p>Faulty items are identified for maintenance at inspection points.</p> <p>Regular maintenance is undertaken for the following items of equipment.</p> <ol style="list-style-type: none"> <li>1. welding sets - inspected on issue and return to store by fitter drawing item</li> <li>2. gas detectors - inspected on issue by fitter drawing item and calibrated annually.</li> <li>3. gas analysers – inspected on issue by fitter drawing item &amp; calibrated annually.</li> </ol>	
How checked	On going	Records kept Training records Inspection records

## H&S Policy Optimum Heating Ltd

Who checks	All employees involved.		How often	Whenever appropriate.
How often	Whenever appropriate.		Assoc. items	Equipment list Induction checklist Equipment inspection records Equipment instructions Generic risks - office
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	2/03/2007	

Title	<b>Provision and maintenance of equipment</b>		11
Purpose	<i>To ensure that all plant and equipment that requires maintenance is identified, that the maintenance is done and that new or secondhand plant and equipment meets health and safety standards before it is bought.</i>		
Arrangement	<p>Purchase All equipment is purchased from reputable suppliers and new equipment is required to be CE marked if appropriate.</p> <p>Inspection and Maintenance 1. A list of equipment which must be maintained and or inspected is kept. 2. Inspection intervals generate an entry in the inspection list. 3. Frequency depends upon the item of equipment. Items are tested for electrical integrity - see electrical arrangements.</p>		
How checked	Ongoing as part of normal supervisory process	Records kept	Equipment file
Who checks	Managing Director	How often	Varies with equipment

## H&S Policy

## Optimum Heating Ltd

How often	Varies with equipment			Assoc. items	Equipment inspection records Equipment instructions Equipment list Equipment risk assessment Car use instructions Car use undertaking Inspection sheets and checklists Portable appliance inspection and testing Safety issue notification - concerns form Instruction to employees to inspect and report
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)	Simon Boorer			Note	
Date start	15/9/2005	Review	2/03/2007		

Title	<b>Maintenance systems</b>		12
Purpose	<i>To ensure that equipment is regularly inspected and maintained by competent people to minimise the risk to users and others including those involved in maintenance.</i>		
Arrangement	<p>The installed equipment is inspected as follows:</p> <ol style="list-style-type: none"> <li>1. Electrical fixed installations - every 3 years by a competent electrician</li> <li>2. Gas equipment - annually by a internal CORGI registered fitter</li> <li>3. Portable electrical appliances are tested internally using a PAT tester.</li> </ol> <p>Leak detection equipment and is inspected and tested annually by a third party inspector. Electrical circuit testers are inspected and tested annually by a qualified electrician. Regular reporting of equipment safety issues forms part of the induction training procedure.</p> <p>Building maintenance work requires use of power tools, ladders and towers which are inspected regularly before use by the staff who use them.</p>		
How checked	Ongoing	Records kept	PAT test, electrical/gas inspection Concern notes, service user handbook

## H&S Policy Optimum Heating Ltd

Who checks	Employees and surveyors		How often	Whenever appropriate including 'on issue' and 'on return'
How often	Whenever appropriate including 'on issue' and 'on return'		Assoc. items	Equipment inspection records Safety issue notification form Equipment list
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	2/03/2007	

Title	<b>Noise</b>	13
Purpose	<i>To reduce the risk of hearing damage from noisy environments and or equipment.</i>	
Arrangement	<p>Noise sources include hammer breakers, grinders and the jetter. Ear defenders are provided and worn. Each employee has also received basic risk assessment training. each employee is encouraged to wear the ear defenders provided when noise levels warrant. The rule of thumb used is "difficulty in holding a normal conversation at a distance of 2m" if no noise assessment or signs for the work area can be consulted.</p> <p>At noise levels above 85 decibels ear defenders will be mandatory. At levels of 80-85 decibels they are optional, but advisable.</p> <p>Equipment register kept &amp; items liable to high levels of noise marked accordingly.</p>	
How checked		Records kept Stating Your Business

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Who checks	Managing Director		How often	
How often			Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start		Review	2/03/2007	

Title	<b>Vibration</b>	14
Purpose	<i>To minimise the risk of had arm vibration syndrome from powered hand-held tools.</i>	
Arrangement	Sources of vibration have been identified and manufacturers vibration figures have been collected. Angle grinders are used from time to time though this is generally intermittent and for short periods of less than 30 minutes. There may be occasional use of a pneumatic breaker but this again is for limited periods only. Hammer action drilling for short duration is also undertaken. During induction technicians are warned of the dangers from vibration and the symptoms are explained. A vibration diary is kept for one week and vibration calculations are done on the data collected using the HSE website calculator. The process is repeated annually to ensure that action, levels under the legislation have not been reached.	
How checked	By logging typical use over 1 week at least annually.	Records kept
		Stating Your Business

## H&S Policy Optimum Heating Ltd

Who checks	Managing Director		How often	annually or more frequently
How often	annually or more frequently		Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start		Review		

Title	<b>Display Screen Equipment</b>		17
Purpose	<i>To keep employees safe when using workstations involving display screen equipment in the office and as homeworkers.</i>		
Arrangement	A DSE risk assessment is conducted for every office workstation. Before becoming a DSE user, each employee is instructed in the hazards which such equipment may present and how risk can be minimised by correct adjustment and use. Homeworkers and off site workers using Company supplied DSE equipment are similarly instructed and provided with the means to conduct and report on their own workstation risk assessments. Each DSE user is issued with a HSE leaflet giving guidance on DSE requirements and all are taken through the Company's policy on eye tests and the provision of corrective spectacles where appropriate for DSE use.		
How checked	All risk assessments pass over the Managing Director's desk and are reviewed when conditions change or when incidents or accidents are reported.	Records kept	H&S File - main office Personnel files
Who checks	Managing Director	How often	When new DSE users are appointed or when

			existing users have DSE related problems, or when DSE risk assessment review reveals problems.
How often	When new DSE users are appointed or when existing users have DSE related problems, or when DSE risk assessment review reveals problems.		Assoc. items DSE instruction DSE risk assessment Home working instructions Homeworker risk checklist H&S leaflet DSE
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)			Note
	Simon Boorer		
Date start	15/9/2005	Review	11/5/2007

Title	<b>Electricity</b>			18
Purpose	<i>To ensure that fixed and mobile electrical equipment used is correctly specified, inspected and maintained and that users, maintenance workers and inspectors are competent persons for their roles in using electricity and appliances.</i>			
Arrangement	All equipment purchased is specified for use with flammable atmospheres where appropriate. Electrical installations in the office are checked by a competent electrician. Site work uses 110v hand tools. Safe work with electricity connected with heating systems is part of CORGI training.			
How checked	On going	Records kept	Purchase specs	
Who checks	Managing Director	How often	Whenever appropriate.	
How often	Whenever appropriate.	Assoc. items	Portable appliance inspection Electrical inspection Equipment list Home working instructions Homeworker risk checklist Joint monitoring - responsibility - common	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer			Note
Date start	14/4/2004	Review	11/5/2007	

Title	<b>Gas</b>			19
Purpose	<i>To ensure that gas equipment used is correctly specified, inspected and maintained and that users, maintenance workers and inspectors are competent persons for their roles in using gas and appliances.</i>			
Arrangement	Relies on professional training. Employee qualifications are checked and verified on recruitment. As new equipment comes into operation employees are encouraged to undertake refresher training and broadening of their skills. The hazards and attendant risks of working with gas are well understood by employees who are required to follow the industry standard safe methods of work. Gas emergencies are dealt with under the emergency arrangement section.			
How checked	By review	Records kept	Training record and induction check	
Who checks	Managing Director	How often	Whenever appropriate.	
How often	Whenever appropriate.	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	11/5/2007	

Title	<b>Lifting equipment</b>			20
Purpose	<i>To ensure that lifting equipment used is correctly specified, inspected and maintained and that users, maintenance workers and inspectors are competent persons for their roles.</i>			
Arrangement	Where lifting equipment is hired in it is obtained from reputable suppliers. Staff who use specialist equipment attend courses to ensure competency.			
How checked	On contract	Records kept	Hire contracts	
Who checks	Administrative Manager or whoever arranges contract	How often	Whenever appropriate.	
How often	Whenever appropriate.	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	15/5/2007	

Title	<b>Pressure</b>			21
Purpose	<i>To ensure that pressure equipment used is correctly specified, inspected and maintained and that users, maintenance workers and inspectors are competent persons for their roles in using pressure appliances.</i>			
Arrangement	The Company's work involves pressure testing. This relies on the professional training of the fitters. Where bottled gas is used this is purchased from reputable suppliers and used according to their instructions. All fitters are instructed in the hazards and risks attendant on use of compressed gas and on what to do in case of emergency e.g. van fire. All vehicles are suitable signed for carrying compressed gas.			
How checked	By induction checklist	Records kept	Induction checklist	
Who checks	Administrative Manager	How often	Whenever appropriate.	
How often	Whenever appropriate.	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer		Note	
Date start	14/4/2004	Review	15/5/2007	

Title	<b>Transport and traffic</b>		22
Purpose	<i>To ensure that so far as possible workplace traffic is kept separate from pedestrian traffic and that risks to employees and others in the workplace from vehicles including mobile plant is minimised.</i>		
Arrangement	<p>The safe working procedure for site traffic and for garaging vehicles, loading and unloading to store, requires that each employee team work together to observe the following safety rules.</p> <ol style="list-style-type: none"> <li>1. Stow items securely for transit. Ensure that any hitches for towing are safely in the locked position for transit.</li> <li>2. Consult the job description and risk assessment for any special vehicle pedestrian or other hazards on customer site e.g. presence of children, elderly or other vulnerable groups, presence of animals, stored dangerous substances, blind corners, potholed surfaces, utility cables, other contractors etc.</li> <li>3. Leave the base premises cautiously with due regard for other employees and third parties including pedestrians.</li> <li>4. Park safely on site or on public road until a safe site parking spot is known.</li> <li>5. Observe site speed restrictions or otherwise travel at no more than 5 mph.</li> <li>6. Where the vehicle must be reversed into or on site a banksman should be used where available and always where the driver cannot see what is behind the vehicle.</li> <li>7. Vehicles and equipment are regularly maintained. They should be 'inspection' checked before and after use. Where faults are detected the employee is asked to report the fault to the office so that remedial action can be taken or arranged depending on the fault.</li> </ol>		
How checked	As part of daily management and supervision	Records kept	Job risk assessments Inspection and maintenance records
Who checks	Managing Director supervisors and employees	How often	As conditions warrant
How often	As conditions warrant	Assoc. items	Induction checklist Site visit risk checklist Site visit instructions
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note	
	Simon Boorer				
Date start		Review	15/5/2007		

Title	<b>Hazardous substances</b>		23
Purpose	<i>To reduce the risks from all substances hazardous to health. This includes substances used in and generated from the Company's work activities plus methods for safely dealing with substance risk encountered on customer site.</i>		
Arrangement	<p>In-Company substances                      To assess the risks from all substances hazardous to health the following arrangement is in place.</p> <ol style="list-style-type: none"> <li>1. All materials and substances used by the Company are documented. For each an up to date material safety data sheet(MSDS) is kept.</li> <li>2. The substance is risk assessed for storage, transport or use by employees and others and rated accordingly.</li> <li>3. An action plan is drawn up for all significant risks to reduce the probability that they will occur.</li> <li>4. Employees are informed of the risks and trained in safe working with the substances.</li> </ol> <p>Substances on site                      An assessment of substance risks forms part of the customer risk assessment. Employees are advised of particular substance risks which have been identified and instructed in safe working procedures if these substances are actually identified. If employees encounter substances which are unfamiliar and which therefore may represent a hazard they follow a safe working procedure for potentially unsafe site conditions.</p>		
How checked	On-going, accident and incident investigation.	Records kept	Stating Your Business
Who checks	Managing Director	How often	Whenever appropriate.
How often	Whenever appropriate.	Assoc. items	COSHH risk assessment Induction checklist Site visit risk checklist Joint monitoring - responsibility - common
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note
	Simon Boorer			
Date start	14/4/2004	Review	15/5/2007	

Title	<b>Identification and safe handling systems</b>		24
Purpose	<i>To ensure that potentially harmful substances and objects are identified and handled in a safe manner in the workplace</i>		
Arrangement	<p>Where employees encounter unknown and potentially harmful substances the Company operates a dual arrangement which is set out under the COSHH reference later in this policy. For any chemicals encountered on or off site, employees are required to check labels for hazard warning signs and to refer to MSDS sheets before risking any contact with unfamiliar substances. If the substance concerned is not on the chemicals register list for the Company, has a hazard warning label on its container or risk phrases associated with it under section 15 of the MSDS sheet then the employee will contact the office for instructions before risking any kind of exposure to the product.</p> <p>Where an employee is in any doubt about the properties of any substance he is instructed to refer to a supervisor or other member of the management team before doing any work which may cause exposure to the employee or others. This includes microbiological substances, pathogens, or living organisms and wastes as well as identifiable chemicals and exposure may encompass breathing, skin contact, ingestion or injection.</p>		
How checked	Normal supervision system and request for MSDS information on site chemicals from clients.	Records kept	Stating Your Business
Who checks	Managing Director	How often	Whenever appropriate - new jobs, changed circumstances existing customers,
How often	Whenever appropriate - new jobs, changed circumstances existing customers,	Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note
	Simon Boorer			
Date start	14/4/2004	Review	15/5/2007	

Title	<b>Asbestos</b>		25
Purpose	<i>To ensure that employees, contractors and their staff and any third parties are protected from harm which may be caused by disturbance of asbestos containing materials within the workplace.</i>		
Arrangement	<p>Company premises A register of asbestos containing materials has been prepared by the MD together with a management plan.</p> <p>Customer premises - domestic Any work undertaken on site is subject to risk assessments which consider asbestos as a specific hazard. Each technician is provided with basic asbestos recognition information at induction and there is a safe working procedure for dealing with asbestos when encountered on a customer site. This is the first line of safety where domestic premises are involved because householders are not expected to have information on asbestos containing materials in their properties.</p> <p>Customer premises - commercial Commercial customers are expected to be managing asbestos and suspected asbestos containing materials in line with the Control of Asbestos at Work Regulations. A letter is sent to all customers requesting confirmation that information on potential/proven asbestos containing materials is available and drawn to the attention of Company employees who may encounter it.</p>		
How checked	Customer record of reply, job report sheets, incidents	Records kept	Replies and job sheets
Who checks	Managers and all employees involved.	How often	Part of daily routine
How often	Part of daily routine	Assoc. items	Joint monitoring - responsibility - common Safety issue notification - concerns form
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note
	Simon Boorer			
Date start	14/4/2004	Review	15/5/2007	

Title	<b>Legionella</b>		27
Purpose	<i>To control, the growth of Legionella</i>		
Arrangement	<p>Main risk is identified as unused shower outlets and taps, radiators and low use hot water systems and other standing water sources which may be encountered. Arrangement is to flush systems with water above 55°C wherever possible prior to working on them. To avoid breathing water vapour from flushings employees are instructed to use a mask. Staff are provided with a legionella information sheet and warned of symptoms to look out for connected with legionella infection.</p> <p>Staff are warned that infection risk occurrence is possible in:</p> <ol style="list-style-type: none"> <li>1. water systems with a cooling tower;</li> <li>2. water systems with a evaporative condenser;</li> <li>3. hot and cold water systems;</li> <li>4. other plant and systems containing water held at temperatures likely to exceed 20°C and which may release aerosol or spray.</li> <li>5. over stored water systems (cold or hot)</li> </ol> <p>Staff are required to report any safety concerns on the safety concern note system.</p>		
How checked	1. flushing 2. thorough cleaning 3. temperature monitoring	Records kept	Stating Your Business
Who checks	Managing Director	How often	whenever site conditions warrant
How often	whenever site conditions warrant	Assoc. items	Legionella information sheet
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note
	Simon Boorer			
Date start	1/1/2005	Review	15/5/2007	

Title	<b>Information, instruction and supervision</b>		28
Purpose	<i>To tell employees what to do about health and safety issues, access competent H&amp;S advice, and take account of the information needs of special risk groups including those visiting customers, young people and new or expectant mothers</i>		
Arrangement	<p>All employees are inducted into the Company and induction covers health and safety policy, organisation and arrangements. Each employee is issued with a health and safety leaflet and the HSE poster is displayed in the main office.</p> <p>At the moment there are no special risk groups other than those encountered visiting customers. Off site risks are managed by instruction and use of a checklist referred to elsewhere.</p> <p>Competent person advice on health and safety matters is provided by an external advisor and relevant training provided where necessary.</p>		
How checked	By annual review.	Records kept	Stating Your Business
Who checks	Managing Director	How often	Whenever a new employee joins, arrangements change or risk assessment review and investigation of incidents and accidents reveals it is necessary.

How often	Whenever a new employee joins, arrangements change or risk assessment review and investigation of incidents and accidents reveals it is necessary.			Assoc. items	Name competent person Induction checklist Induction record H&S leaflet
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start	15/9/2005	Review	15/5/2007		

Title	<b>HS Management competent person</b>		29
Purpose	<i>To enable the business to obtain advice and help in compliance with health and safety regulations.</i>		
Arrangement	The organisation has access to competent external advice under a current contract with steps2safety. The MD obtains updates on health and safety regulation requirements from trade publications and the H&S site.		
How checked	By review at management meetings	Records kept	Minutes of H&S meetings - Administrative Manager
Who checks	Managing Director	How often	At least quarterly visits by health and safety advisor
How often	At least quarterly visits by health and safety advisor	Assoc. items	Competent person Named individuals aware of roles
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note
	Simon Boorer			
Date start	14/4/2004	Review	15/5/2007	

Title	<b>Employee information</b>		30
Purpose	<i>To ensure that employees and are made aware of relevant health and safety information on equipment, processes, materials.</i>		
Arrangement	After initial induction, information is provided when significant changes relating to safety are identified. Where appropriate new information is incorporated into the induction pack for new employees. Relevant posters are displayed in staff areas.		
How checked	By annual review.	Records kept	Stating Your BusinessH&S file in office
Who checks	Managing Director	How often	Whenever appropriate.
How often	Whenever appropriate.	Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note
	Simon Boorer			
Date start		Review	15/5/2007	

Title	<b>Insurance</b>		31
Purpose	<i>To ensure that the organisation's employee's are protected by suitable employer's liability insurance in accord with the law.</i>		
Arrangement	<p>The Company holds employers' liability insurance. Its adequacy is reviewed each year by the MD, Managing Director with the insurance provider</p> <p>NFU Mutual Ltd Tiddington Road Stratford Upon Avon Warwickshire CV37 7BJ Policy number : BC N80C60836 Name of policy holder : Optimum Heating Ltd Date of commencement of insurance : 14<sup>th</sup> April 2007 Date of expiry Noon : 14<sup>th</sup> April 2008 Business : Heating and plumbing engineers Indemnity Limit : £5,000,000</p>		
How checked	Reviewed annually when payment made	Records kept	Certificate
Who checks	Managing Director	How often	Annually or whenever policy changes
How often	Annually or whenever policy changes	Assoc. items	Insurance provider
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	15/5/2007		

Title	<b>Solo work</b>			32
Purpose	<i>This arrangement is designed to reduce the incidence of lone working and to address the risks to lone workers.</i>			
Arrangement	<p>During contract work there are occasions when staff may be alone. The risks identified are those relating to injury or sickness whilst working e.g. fall from height or back damage from moving heavy items. Risk assessment seeks to limit these kind of risks and staff are instructed about them during induction. The safe working procedures for boiler installation and maintenance specifies two man working except in unusual circumstances. Staff are provided with portable phones.</p> <p>Wherever possible solo working is avoided and administrative staff programming jobs including the MD follow that policy wherever possible.</p>			
How checked	Ongoing	Records kept	Job risk assessments	
Who checks	Employees and surveyors plus MD	How often	Part of daily routine	
How often	Part of daily routine	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			

Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	15/5/2007		

Title	<b>Manual handling</b>		33
Purpose	<i>To prevent injury to employees caused by the lifting, setting down, carrying, transporting, moving or supporting of loads by hand or other bodily force.</i>		
Arrangement	<p>Employees may be involved in work including strenuous lifting, carrying, pushing, pulling, reaching or occasionally in repetitive handling. It is impractical to risk assess every contract job so the focus has been to prepare those involved in manual handling by training them in the principles of safe manual handling which they can employ in the workplace. All employees have been trained. Generic manual handling risk assessments have been done and are reviewed whenever conditions or tasks change. When employees return to work after illness or injury they are interviewed and any manual handling related problems are identified.</p>		
How checked		Records kept	Stating Your Business
Who checks	Managing Director	How often	
How often		Assoc. items	Induction checklist Manual handling instruction Manual handling risk assessment Back to work interview record Training records
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		

Approved by (signature)				Note	
	Simon Boorer				
Date start		Re - 38 -view	15/5/2007		

Title	<b>Work at height</b>			34
Purpose	<i>To reduce the risk of working at height to an acceptable level</i>			
Arrangement	<p>The Company may carry out maintenance, inspection or testing that requires working at heights. The job risk sheet will identify this and appropriate equipment for the task is then provided. Where it is considered appropriate for safety reasons to use an access tower or mobile elevating work platform rather than a ladder( mobile or in situ) then this is hired in for the job from a reliable supplier. Where roof work or other fragile surfaces are involved the risks are identified at the quote stage and suitable safety provision, lines, nets etc. is provided. The company's own safety harnesses are inspected regularly.</p> <p>Employees are informed and trained in the use of the particular equipment they use for working at height.</p>			
How checked	Ongoing	Records kept	Job risk assessments	
Who checks	Managing Director	How often	Whenever appropriate.	
How often	Whenever appropriate.	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			

Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	15/5/2007		

Title	<b>Permits to work</b>			35
Purpose	<i>To provide a controlled method of permitting work which could involve predictably high levels of risk.</i>			
Arrangement	A standard permit to work system is not considered necessary at the moment. However permits to work systems are followed where this is specified by the client or a permits use is planned as part of a specific job. In such cases the safe method of work and the operation of the permit system will be specified in detail. Given the low number of employees, everyone involved in the work is instructed in the methods to be adopted including the permit requirements.			
How checked	As prescribed by the permit to work system	Records kept	Method statement and job record	
Who checks	Managers and all employees involved.	How often	As prescribed by the permit to work system	
How often	As prescribed by the permit to work system	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			

Approved by (signature)				Note	
	Simon Boorer				
Date start	26/2/2004	Review	15/5/2007		

Title	<b>Signs</b>			36
Purpose	<i>To ensure that signs used are correctly specified, sited and maintained to advise, warn, instruct and prohibit employees and others where this is required by law or to otherwise improve safety in the workplace.</i>			
Arrangement	Up to date pictogram signs are installed. Asbestos containing materials are signed. Emergency exits and fire doors are signed. Emergency procedure signs in place. Up to date pictogram signs are installed as required on site including those advising the public and visitors of hazards and risks.			
How checked	ongoing for site work	Records kept	n/a	
Who checks	Site supervisor	How often	Whenever appropriate.	
How often	Whenever appropriate.	Assoc. items	Pedestrian/vehicle risks - common Site visit instructions Site visit risk checklist Induction checklist Joint monitoring - responsibility - common	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			

Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	05/06/2007		

Title	<b>Homeworker</b>			37
Purpose	<i>This arrangement is designed to reduce the risks in conducting Company work in the home to employees working at home, their families and other third parties.</i>			
Arrangement	<p>The Company book keeper sometimes does work at home. This arrangement adopts the principle that home working means less direct supervision and more control by the employee whilst recognising that the Company's legal obligations are not thereby reduced in any way. An initial agreement by signed checklist specifies the Company's requirements of the facilities provided by the employee and those provided by the Company. Generic risk assessments of the kind of work which the employee will do provide the basis for the checklist. The employee home worker is required to conduct an initial risk assessment by checklist of their home workplace and to discuss this fully with their the administration manager. The risk assessment is jointly reviewed at least annually. The employee is also tasked to recognise and review the risk assessment whenever there is a relevant change in the home workplace. e.g. accident or incident, change in work practices, tasks or equipment, change in family circumstances or in the employee's own health or that of others (including young persons, new and expectant mothers and other vulnerable persons). All other arrangements or their parts which are reasonably practicable apply equally to home workers e.g. DSE, electrical testing, emergency action, first aid, etc.</p>			
How checked	By annual review.	Records kept	H&S File - main office	
Who checks	Managing Director	How often	Annually or more frequently	
How often	Annually or more frequently	Assoc. items		
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			

Approved by (signature)				Note
	Simon Boorer			
Date start		Review	05/06/2007	

Title	<b>Employee training</b>		38
Purpose	<i>To ensure that employees are competent to work safely with equipment, substances, materials, processes, systems and in the organisation's workplace environments.</i>		
Arrangement	<p>All new employees are instructed in or are already professionally trained* in:</p> <ol style="list-style-type: none"> <li>1. Work at height</li> <li>2. Dealing with asbestos arising on site</li> <li>3. Dealing with lead</li> <li>4. Safe procedures for dealing with oils, flue dust and other waste encountered on site</li> <li>5. Water, gas, and electricity emergencies and utility identification</li> <li>6. Use of gas detectors</li> <li>7. COSHH - substance hazards including sewage waste and other wastes.</li> <li>8. Emergency involving compressed gases</li> <li>9. Manual handling</li> <li>10. Protecting third parties</li> <li>11. Public safety provisions under the Highways Act 1980, New Roads and Street works Act 1991</li> <li>12. Health and hygiene issues associated with plumbing and boiler work</li> <li>13. CORGI provisions</li> <li>14. Lone working</li> </ol> <p>*Certification verified at recruitment When risks change, update training is provided and refresher training is given for skills which are not frequently used.</p>		
How checked	On induction, when training is undertaken and in any case at least annually	Records kept	Stating Your Business
Who checks	Managing Director	How often	Annually or more frequently

How often	Annually or more frequently			Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start		Review	05/06/2007		

Title	<b>Employee induction training</b>		39
Purpose	<i>To ensure that new employees follow a defined and appropriate training and experience curve minimising the risk to themselves and others.</i>		
Arrangement	<p>Training plans are in place. Employees are inducted into the business. An induction checklist is completed. Supervision of new employees is provided.</p> <ol style="list-style-type: none"> <li>1. Work at height</li> <li>2. Dealing with asbestos arising on site</li> <li>3. Dealing with lead</li> <li>4. Gas emergencies</li> <li>5 Work in confined spaces</li> <li>6. COSHH - substance hazards including flue deposits and waste oil</li> <li>7. Emergency involving compressed gases</li> <li>8. Manual handling</li> <li>9. Protecting third parties</li> </ol>		
How checked	Induction is conducted or supervised by Managing Director	Records kept	Training record and induction check Training and induction records
Who checks	Administrative Manager	How often	When new employees join or when there is a change to equipment, methods, conditions, materials etc.

How often	When new employees join or when there is a change to equipment, methods, conditions, materials etc.			Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	05/06/2007		

Title	<b>Registration and certification</b>		40
Purpose	<i>To ensure that where necessary for safety or legal compliance employees, equipment, processes, workplaces etc. are registered and or certified.</i>		
Arrangement	Employees receive CORGI ( & OFTEC & HETAS where appropriate) training and certification which is updated.		
How checked	By induction checklist	Records kept	H&S File - Gen Office Personnel records
Who checks	Managing Director	How often	On recruitment

How often	On recruitment			Assoc. items
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)	Simon Boorer			Note
Date start				

Title	<b>Accidents</b>		41
Purpose	<i>To ensure that response to accidents and incidents is lawful, swift, harm is minimised, causes are investigated and the chances of recurrence are reduced.</i>		
Arrangement	<p>All accidents and incidents are reported and logged in the accident book. An 'in case of accident' sheet is issued to all travelling employees and a copy is kept in the main office. Reportable diseases are also covered in this sheet. When an accident occurs it is recorded in the accident book and subsequently investigated so that action may be taken to prevent a re-occurrence.</p> <p>Appointed person for the company is Managing Director.</p>		
How checked	By review	Records kept	H&S File - Gen Office Accident books
Who checks	Managing Director	How often	Whenever appropriate.

How often	Whenever appropriate.			Assoc. items	Accident book Accident instruction sheet. Accident investigation sheet Accident report form
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	05/06/2007		

Title	<b>First aid</b>		42
Purpose	<i>To comply with the requirements of the Health and Safety( First Aid) Regulations 1981</i>		
Arrangement	<p>Appointed person first aid is in place at all times in the office - all employees trained. There is one appointed person per two man team normally on duty, and when they are absent there is agreement with customers that their appointed person will stand in where this is possible. First aid boxes are checked and kept stocked by the appointed person. Employees who travel on company business are issued with a basic travel first aid kit which contains instructions on rendering simple first aid. Employees are advised of local A&amp;E hospital departments and provided with an "in event of accident" instruction as part of the emergency arrangements advice.</p> <p>It is the employee's responsibility to ensure that the kit is re-stocked and kept clean and in good order. First aid arrangements are covered during induction. Kits are inspected at least annually by each engineer.</p>		
How checked	Ongoing as part of normal supervisory process	Records kept	Main office - checklist file
Who checks	Supervisors	How often	annually or more frequently

How often	Annually or more frequently			Assoc. items	Emergency action instructions - first aid, fire, gas, bomb threat Joint monitoring - responsibility - common Site visit instructions Induction checklist
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start		Review	05/06/2007		

Title	<b>Health Surveillance</b>			43
Purpose	<i>To protect staff from effects of harmful conditions to which they may be exposed in the course of their duties.</i>			
Arrangement	So far health surveillance has not been deemed necessary. This is reviewed every year. Potential issues for health surveillance are;  <ol style="list-style-type: none"> <li>1. exposure to asbestos</li> <li>2. exposure to lead</li> <li>3. exposure to respiratory sensitizers</li> <li>4. work related upper limb disorders or back problems</li> <li>5. hepatitis</li> <li>6. legionella</li> <li>7. exposure to tetanus</li> </ol> All employees are given information about each of the above.			
How checked	By induction checklist	Records kept	H&S File - Gen Office Personnel records	
Who checks	Managing Director and or Administration Manager	How often	On recruitment and annually thereafter	

How often	On recruitment and annually thereafter		Assoc. items
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)	Simon Boorer		Note
Date start	14/4/2004	Review	

Title	<b>HS Management monitoring of safety systems</b>		44
Purpose	<i>To ensure that arrangements and safety systems are working as required</i>		
Arrangement	<p>Monitoring of health and safety arrangements by area is part of the daily management activity. Arrangements are checked by observation. Accidents are investigated and underlying causes factored into modified arrangements as necessary. Similarly 'suggestion sheets' and verbally reported safety related issues are considered in the light of arrangements which are adjusted as appropriate.</p> <p>This is a tightly knit service business with employees and managers actively involved in supervising and monitoring all aspects of the operation including safety.</p>		
How checked	Ongoing internal check	Records kept	Various - see individual arrangements

Who checks	Employees and surveyors plus MD		How often	Whenever appropriate.
How often	Whenever appropriate.		Assoc. items	Accident investigation sheet Accident report form Safety issue notification - concerns form Inspection sheets and checklists Back to work interview record
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start	14/4/2004	Review	05/06/2007	

Title	<b>Record keeping : inspection, examinations and special tests</b>	45
Purpose	<i>To ensure that there is a readily available record of inspection to minimise the chance of dangerous faults and conditions going undetected.</i>	
Arrangement	Each arrangement in this policy contains details of relevant records and where they are held. e.g. Risk assessment records are kept with the job files. The H&S file kept in the Managing Director's office contains policies and arrangements. Training records are kept with other personnel records. Inspection records are kept in equipment files.	
How checked	Checks form part of the relevant arrangement	Records kept Various - see individual arrangements

Who checks	Managing Director and above named individuals.		How often	Depends on arrangement
How often	Depends on arrangement		Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start	14/4/2004	Review	05/06/2007	

Title	<b>Visitor management</b>	46
Purpose	<i>To ensure that risks to visitors are minimised and that the risk which their visit may introduce are minimised for employees and others.</i>	
Arrangement	Normal visitor & customer approach is through the showroom. Where visitors & customers are on site they are met by Company personnel and advised of any hazards and associated risks. Where PPE is required, visitors are not allowed on site unless they wear it where required. This may be Company issued PPE or be provided by the visitor as long as it meets the safety requirements of the situation. Visitors are advised of the above policy and are expected to follow it for their own safety and that of others.	
How checked	Ongoing internal check	Records kept Diaries

Who checks	All employees involved.			How often	Whenever appropriate.
How often	Whenever appropriate.			Assoc. items	Visitor information sheet - common
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	05/06/2007		

Title	<b>Emergency and disaster plans</b>	47
Purpose	<i>To ensure that in the event of emergency, systems are in place, understood and followed to reduce the risk to employees and others.</i>	
Arrangement	<p>There are five emergency procedures. All staff are made aware of each during induction. A copy is provided in each Company vehicle and copies of the fire emergency procedure are displayed in the offices.</p> <ol style="list-style-type: none"> <li>1. emergency action in case of gas leak.</li> <li>2. emergency action in case of flood including contaminated water</li> <li>3. emergency action in case of electrical incident/accident</li> <li>4. emergency action in case of fire.</li> <li>5. emergency action in case of discovery of asbestos on site</li> </ol> <p>Visitors to Company site work are made aware of these arrangements on arrival by the Company employee who greets them.</p>	

How checked	Reviewed against drill and any incident			Records kept	H&S file and job files Emergency notices
Who checks	Managing Director			How often	Annually or whenever policy changes
How often	Annually or whenever policy changes			Assoc. items	Site visit instructions Site visit risk checklist Joint monitoring - responsibility - common Emergency action instructions - first aid, fire, gas, bomb threat Appointed persons trained Equipment inspection records Fire drill records
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	05/06/2007		

Title	<b>Fire</b>		48
Purpose	<i>To minimise harm in the event of fire by providing means of warning, means of escape, appropriate fire fighting equipment; maintaining all in good working order and training employees in each and in safe fire emergency procedures.</i>		
Arrangement	There is a fire emergency plan for the showroom, office and workshop, and staff are instructed in its implementation. Fire fighting equipment and smoke detection system is inspected and maintained on an annual basis as is emergency lighting. The alarm is raised by shouting and there is a fire drill at least annually. Customers and any other third parties on site are advised of the testing. On each commercial customer site there is normally a fire emergency plan and staff are instructed in its implementation during site induction. Fire extinguisher equipment on Company vehicles is inspected and maintained on an annual basis or when used. Alarm on commercial and domestic is raised by shouting unless the site has an alarm system which is actuated in the event of fire. Customers and any other third parties on site are advised of fire drills and the procedure to be followed on site or in the home office if a fire breaks out.		
How checked	Ongoing	Records kept	Inspections Induction checklist

Who checks	Administrative Manager			How often	Annually or whenever policy changes
How often	Annually or whenever policy changes			Assoc. items	Induction checklist Emergency action instructions - first aid, fire, gas, bomb threat Site visit instructions Site visit risk checklist
Day to day responsibility	Managing Director, Supervisors and all staff				
Stage	Implemented				
Approved by (signature)				Note	
	Simon Boorer				
Date start	14/4/2004	Review	05/06/2007		

Title	<b>Systems failure</b>	49
Purpose	<i>To ensure that in the event of a systems failure, back up procedures are in place, understood and practised to ensure that the potential harm to employees and others is minimised.</i>	
Arrangement	The main systems failure identified is a gas leak, This is covered by the emergency arrangements in this policy and by fitters professional training.	

How checked	As part of daily supervision and management		Records kept	H&S file and job files Job files
Who checks	Employees and surveyors plus MD		How often	As conditions warrant
How often	As conditions warrant		Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start	14/4/2004	Review	05/06/2007	

Title	<b>Workplace welfare</b>	50
Purpose	<i>To ensure that premises conform to an acceptable standard of access and egress, cleanliness, order, space, lighting, heating, air, sanitation, washing, storage of personal effects, changing and catering facilities.</i>	
Arrangement	<p>Induction covers cleanliness and housekeeping both at base and on site. There is sufficient basic workplace welfare . On site each vehicle is equipped with hand cleansing facilities which employees are instructed to use before eating or drinking. If the client Company has suitable mains supplied services available with wc, washing facilities etc. these are used in preference. Where a WC is not available on site a 'portaloo' is hired in for the job from a reputable hire company. Clothes may be stored in the vehicles. PPE can be donned or stripped in the vehicle or in facilities on customer sites. Bottled fresh drinking water is provided on the vans. Food is normally eaten in on site facilities or in the van. Breaks are sufficiently long to obtain a hot drink locally or a thermos flask is used.</p>	

How checked	Ongoing for site work	Records kept	H&S File - Gen Office Cleansing kit issue record
Who checks	Supervisor	How often	Part of daily routine
How often	Part of daily routine	Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)	Simon Boorer		Note
Date start	14/4/2004	Review	

Title	<b>Materials storage</b>	51
Purpose	<i>To ensure that materials and objects stored at any height are secure and do not present unacceptable levels of risk to employees and others for whatever reason.</i>	
Arrangement	<p>There is no significant storage of materials at height in the store. However on site there may be objects including tools used and stored at height. Risks arising from these are covered in the work at height training during induction. So far as possible storage of materials at height is limited. Where it is necessary to store at height the storage is stable and edge protection is used where possible. In storing materials the nature of the material is taken into account. Substances which react together are stored separately. Flammable and potentially explosive materials are stored away from sources of heat including direct sunshine and where required in a banded store or locked cage. Materials which are corrosive or otherwise hazardous are stored at ground level where possible. Hazards are signed to warn of risk. Access to dangerous materials is controlled. Spill kits are provided and employees are instructed in their use including the requirements for PPE to be worn .</p>	

How checked	On going	Records kept	H&S File - Gen Office
Who checks	Managing Director	How often	Whenever appropriate.
How often	Whenever appropriate.	Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)	Simon Boorer		Note
Date start	14/4/2004	Review	05/06/2007

Title	<b>Ventilation and air pollution</b>	52
Purpose	<i>To ensure that a sufficient and clean supply of air is available to employees and others and that this is at a reasonable temperature.</i>	
Arrangement	Main areas where ventilation is an issue are encountered with work on oil tanks, boilers, flues and any work in confined spaces. Contaminants may be vapour, gas, dust or flue gas and fumes. In some premises there may be air contamination from the customer's process and in such cases, the job surveyor will be responsible for including this in the initial risk assessment. Safe working procedures are part of CORGI training and are in place to cover these eventualities. Where confined space working is involved this is risk assessed as part of the initial job survey or as part of a generic risk assessment if the job is routine.	

How checked	As part of daily management and supervision		Records kept	H&S file and job files Job files
Who checks	Managing Director		How often	As conditions warrant
How often	As conditions warrant		Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start		Review	05/06/2007	

Title	<b>Workplace - slippery, uneven surfaces</b>	56
Purpose	<i>To prevent injuries arising from slips and trips caused by hazardous surfaces and obstructions.</i>	
Arrangement	<p>Employees often encounter floors which are uneven, or can become, slippery, e.g. when wet. Spillage or contamination can occur both at customer premises where oil, water and other liquids may be present and during the Company's own processes in the workshop and at customer sites e.g. boiler servicing. Poor housekeeping during work e.g. trailing cables can also cause slips and trips.</p> <p>At induction all employees are warned of the hazards presented by such surfaces and of the requirement for quick clean up of spills and good housekeeping to keep tools and cables away from traffic areas, to wear suitable footwear and to ensure that ladder and step rungs are clean before use. In Company premises, pedestrian routes are marked.</p>	

How checked	On-going, accident and incident investigation.		Records kept	H&S file and job files Job files
Who checks	Managing Director and supervisors		How often	Part of daily routine
How often	Part of daily routine		Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start	14/4/2004	Review	05/06/2007	

Title	<b>Environmental risks</b>	57
Purpose	<i>To ensure that the organisation's activities do not create risks for employees or third parties by adversely affecting the environment.</i>	
Arrangement	<p>Where hazardous substances are present a risk assessment is conducted and a safe method of working adopted. Third parties are prevented from entering such areas and the hazard is signed.</p> <p>Oil and flue waste is disposed of responsibly either directly to approved site or by using registered carriers. Where environmentally damaging chemicals are encountered or employed they are dealt with according to manufacturers' recommendations. The Company is registered to carry waste asbestos to an approved disposal point double wrapped and signed. Lead and copper is removed from site and sold for recycling.</p>	

How checked	Owner and staff		Records kept	H&S file and job files
Who checks	Employees and surveyors plus MD		How often	Part of daily routine
How often	Part of daily routine		Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff			
Stage	Implemented			
Approved by (signature)			Note	
	Simon Boorer			
Date start		Review	05/06/2007	

Title	<b>Housekeeping</b>	58
Purpose	<i>To ensure that the standard of housekeeping does not threaten the safety of employees and others. e.g. Gangways are clear and free of obstruction, waste, dust and other arisings are controlled and disposed of safely.</i>	

Arrangement	<p>The main office is cleaned daily. For contracts, at induction technicians are instructed in housekeeping and clean up procedures, in dealing with hazardous circumstances which can reasonably be foreseen and in keeping all gangways and pedestrian ways clear on jobs. Staff are made aware of the slip and trip risks associated with trailing hoses, cables and oil slicks etc. Whilst jobs are under way the site is kept safe for third parties including during periods when the technicians are not present e.g. overnight. Waste is disposed of safely to waste site. e.g. lead waste. After jobs, equipment is washed down before it is returned to base on public roads. Vehicles are swept and or vacuumed and contamination is washed away. Equipment and materials are stowed safely for transit. Boiler flue dust is vacuumed and bagged securely for disposal at a registered waste site. Waste fuel oil is stored securely in a container and collected periodically by a recycler. Staff are instructed to dispose of waste using gloves, mask and goggles provided to avoid skin contact with waste which might be contaminated with body fluids or similar. Jobs are inspected daily in the course of normal supervision. Staff are encouraged to identify and report areas of health and safety concern including housekeeping issues on customer sites if they are unable to deal with these directly.</p>		
How checked	Ongoing	Records kept	H&S file and job files
Who checks	Managing Director and supervisors	How often	Daily
How often	Daily	Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)	Simon Boorer		Note
Date start	26/8/2004	Review	05/06/2007

Title	<b>Lighting and emergency lighting</b>	59
Purpose	<i>To ensure that in the event of fire or other emergency necessary lighting is present.</i>	

Arrangement	Portable lighting is employed and is subject to inspection and maintenance. Equipment specification and maintenance procedures are in place. Where Company owned lighting is insufficient, extra lighting equipment is hired in. For use in spaces where flammable gas may collect, intrinsically safe lighting equipment is used to avoid the risk of explosion. An emergency lighting system is installed in the Company's premises.		
How checked	As part of initial risk assessment. Thereafter as part of daily management and supervision	Records kept	H&S file and job files
Who checks	Managing Director and supervisors	How often	On going
How often	On going	Assoc. items	
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)			Note
	Simon Boorer		
Date start		Review	05/06/2007

Title	<b>Waste collection storage disposal</b>	60
Purpose	<i>To reduce the risk to employees and others from waste collection and disposal connected with Company activities in the workplace.</i>	

Arrangement	Third party contractors are used for all but normal waste. Processes are in place for handling hazardous wastes e.g. asbestos. Waste oil and metals are disposed of to registered site. See housekeeping for more details of arrangements and asbestos for procedure when asbestos is encountered.		
How checked	As part of initial risk assessment. Thereafter as part of daily management and supervision	Records kept	H&S file and job files Job file
Who checks	Managing Director and supervisors	How often	As conditions warrant
How often	As conditions warrant	Assoc. items	Movement notes Method statements Risk assessments Workplace welfare and housekeeping instructions
Day to day responsibility	Managing Director, Supervisors and all staff		
Stage	Implemented		
Approved by (signature)	Simon Boorer		
Date start		Review	05/06/2007

