

**Black Diamond Umbrella Ltd**  
**Health & Safety**  
**Handbook**

**To see the full version of our Health and Safety  
Management System please contact a senior  
member of staff**

Croner Consulting Limited 1 July 2002

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# **Handbook**

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# Introduction

## **We recognise that the benefits of good safety management are:**

- Staff, Contractor and public safety
- Reduced number of accidents and ill-health
- Protection of our best interests and reputation
- Compliance with legal duties
- Happier, better motivated staff
- Greater operating efficiency

## **If we fail to manage health and safety correctly the result could be:**

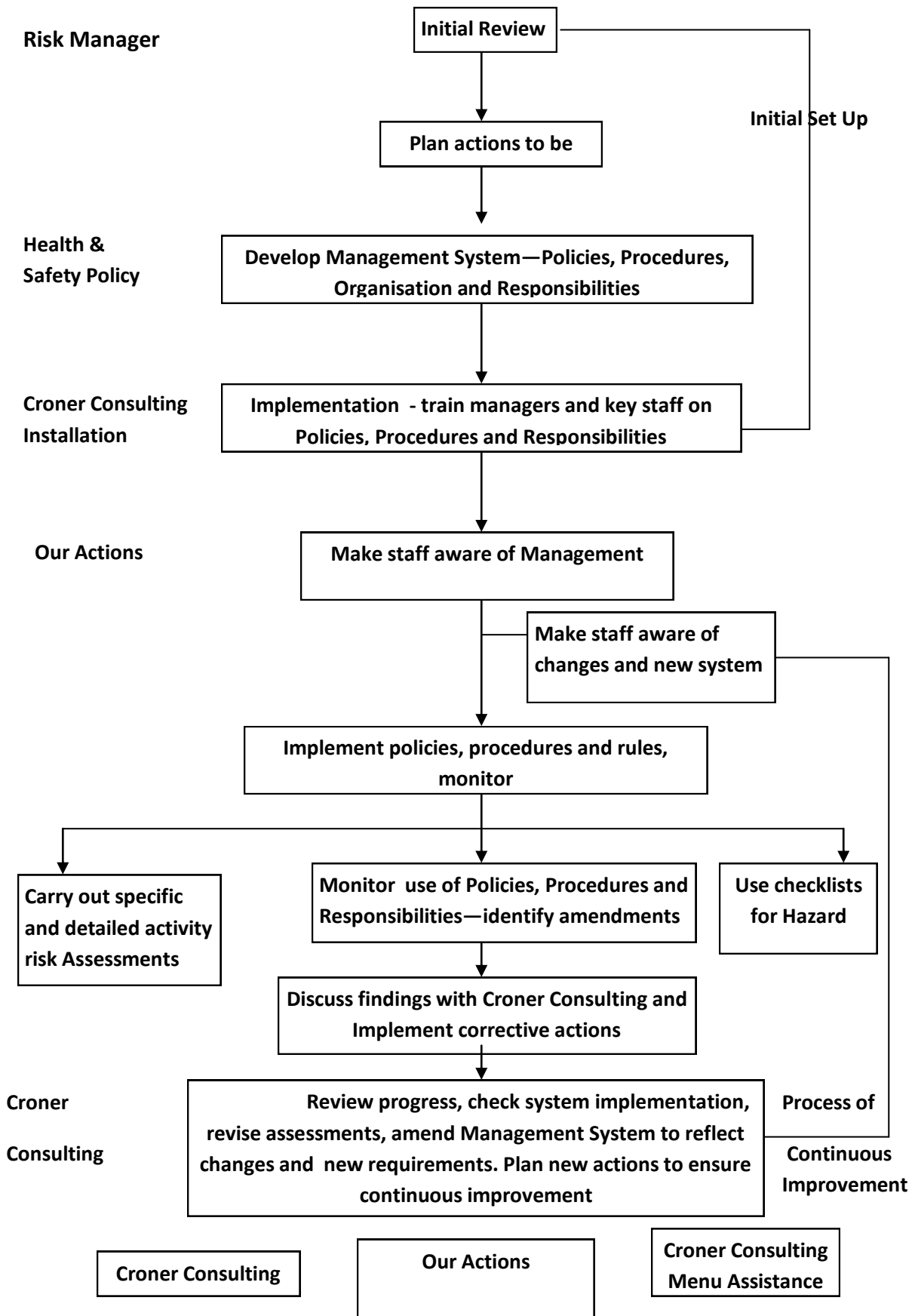
- Injuries and ill-health to staff, Contractor and members of the public
- Loss of efficiency through interruptions/bad publicity
- Productive time spent investigating accidents instead of working to our goals
- Disruption of our activities through absence following injury or as a result of ill-health
- Disruption of our activities through defending claims and criminal actions
- Increased insurance premiums
- Feelings of personal guilt
- Criminal prosecution by enforcing authority
- Fines, imprisonment or other penalties imposed by a court of law

Our Health and Safety Management System has been prepared by Croner Consulting on our behalf and with our involvement. It contains the information we need to effectively manage the hazards and risks associated with our premises and activities.

Use of this system in full is our objective so that we can realise the benefits stated above and avoid the damaging effects of neglecting our individual and collective duties.

The following flow chart shows a model of how we manage health and safety. The yellow boxes show the elements where Croner Consulting have direct involvement; green and white boxes show where we implement our Health and Safety Management System; green boxes are where Croner Consulting may provide further assistance.

**Our Process for Managing Health and Safety**



# Health and Safety Management System (HSMS) Overview

## INTRODUCTION

Our Health and Safety Management System provides us with the means to manage health and safety in an efficient and effective way.

The documents contain our plans, policies, procedures, organisation, arrangements and risk management tools.

The documentary system is divided into the following three elements, which are subdivided into a number of sections:

- Risk Manager
- Health and Safety Policy
- Monitoring, Checking and Recording

### **Risk Manager**

This vital part of our system provides us with an effective planning and risk management tool.

It contains our objectives and scheduled plans for prioritised tasks, which we aim to complete in order to reduce the risk of injury or ill health and continue to improve our health and safety record.

It contains the general risk assessment carried out on our behalf by Croner Consulting, which identify the hazards associated with our activities and how we control them to reduce risk. These assessments provide action points for our safety plan of improvement, which we monitor to ensure that progress is being made. 'Specific' risk assessments required by specific legislation are identified in section 6, and can be retained here.

***This information is found in the Risk Manager file.***

### *Contents*

Section 1	Risk Manager Programme
Section 2	The Safety Plan of Improvement
Section 3	Our General Risk Assessment
Section 4	Health and Safety Management
Section 5	Generic Risk Assessments
Section 6	Specific Risk Assessments
Section 7	Appendices

## **Health and Safety Policy**

In this part we declare how we will manage health and safety, stating our policy on the range of issues that affect us. We support these stated intentions with internal arrangements such as the procedures to be followed, training requirements and records to be kept.

We identify our organisational structure for health and safety and designate individual responsibilities to all levels of staff, to ensure that we are all aware of the duties that we hold to create and maintain a safe working environment.

The next section contains information that supports our policies and procedures, helping us to understand why we need the policy and procedure and how to implement it.

*See main contents list for details contained in this element of our system.*

## **Monitoring, Checking and Recording**

*This information is found in the separate file bearing the above title.*

The master documents for monitoring and checking are held in this section, completed forms can also be retained here.

We have records for our fire precaution checks, training and other master and completed forms required by our policies and procedures.

We retain the completed plans and lists of management action from our Risk Manager to see what we do right and where things have gone wrong so that we can prevent a recurrence.

These and the other completed records are our proof that we have been diligent in carrying out our policy and complying with legal requirements.

### *Contents*

Section 1	Introduction
Section 2	Monitoring Sheets and Checklists
Section 3	Fire Precaution Records
Section 4	Training Records
Section 5	Other Records
Section 6	Working Practices
Section 7	System Administration

# **Contract Project Services Limited Health and Safety Policy Statement**

## **CONTRACT PROJECT SERVICES LIMITED will:**

Establish and implement a Health and Safety Management System to manage the risks associated with our premises and activities.

Regularly monitor our performance and revise our Health and Safety Management System as necessary to ensure we achieve our objective of continuous improvement.

Provide sufficient resources to meet the requirements of current Health and Safety legislation and aim to achieve the standards of 'Good Practice' applicable to our activities.

Actively promote an open attitude to Health and Safety issues, encouraging staff to identify and report hazards so that we can all contribute to creating and maintaining a safe working environment.

Communicate and consult with our staff on all issues affecting their health and safety and, in doing so, bring this policy to their attention.

Provide adequate training for our staff to enable them to work safely and effectively, and to ensure they are competent and confident in the work they carry out.

Carry out and regularly review risk assessments to identify hazards and existing control measures. We will prioritise, plan and complete any corrective actions required to reduce risk to an acceptable level.

Maintain our premises and work equipment to a standard that ensures that risks are effectively managed.

Ensure that responsibilities for Health and Safety are allocated, understood, monitored and fulfilled.

Retain access to competent advice and assistance through the support of Croner Consulting, thereby ensuring that we are aware of relevant changes in legislation and 'Good Practice'.

It is the duty of all of us when at work:

- To take reasonable care of our own safety
- To take reasonable care of the safety of others who may be affected by what we do or fail to do
- To co-operate so that we can comply with our legal duties
- To ensure we do not interfere with or misuse anything provided in the interests of health and safety.

Signed: **Rachel Nester**

Date: **31 March 2009**

Position: **Managing Director**

# Accidents Policy

## INTRODUCTION

An accident is an unplanned or uncontrolled event that may or may not result in personal injury, damage to equipment, premises or environment. Accidents where no personal injury occurs may be referred to as incidents. We have adopted this policy and related procedures to assist us in the management and control of accidents and their causes. There are legal requirements placed on us by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (See Accident Guidance) which are referred to in this policy.

### **It is our policy to:**

- Record all injuries in our Accident Book and instruct employees on the procedure to be followed.
- Keep records of all accidents/incidents involving non-employees, ensuring the details of their status e.g. visitor, contractor etc. is recorded.
- Seek advice from Croner Consulting on any situation reportable under RIDDOR and any serious 'near miss' incident.
- Report all injuries, industrial diseases and dangerous occurrences, as detailed in RIDDOR, to the Enforcing Authority.
- Keep records of all accidents/incidents, detailing those that are reportable and how they were reported.
- Keep details of occupational ill health, including how this was reported to the Enforcing Authority where appropriate.
- Investigate all accidents, including 'near miss' incidents, to prevent recurrence.
- Ensure first aid (see First Aid Policy) provision is readily available.
- Contact Croner Consulting if in doubt.

# Communication and Consultation Policy

## INTRODUCTION

We recognise the value of effective methods of communication and consultation in achieving a positive health and safety culture in our business, to ensure not only that up to date information is available when required, but also that our workers are fully involved with our management of health and safety.

### It is our policy to:

- Establish effective lines of communication both internally and externally as required.
- Involve and consult with workers on issues affecting their health and safety at work and to take account of their views on these matters. Communication and consultation (see Guidance) takes place through:

#### Individual conversations

- Staff meetings
  - Notice-boards
  - Internal publications
  - Health and Safety Committee meetings
  - Representatives of staff safety
- Provide information on performance, lessons learned from incidents, plans, standards, procedures and systems etc.
  - Display the following:
    - The 'Health and Safety Law – What You Should Know' poster
    - Our current Certificate of Employer's Liability insurance
    - Our Health and Safety Policy Statement (see Health and Safety Policy Statement)
  - Consult with workers when changes to processes, equipment, work methods etc. Are introduced into the workplace that may affect their health and safety at work.
  - Notify all workers of the arrangements for appointing a competent person.
  - Recognise the legal rights of non-unionised staff representatives.

# Company Vehicles – Company Cars Policy

## INTRODUCTION

We recognise that requiring staff to drive company cars as part of their work activities exposes them to specific hazards and risks. Lack of vehicle maintenance or driver skills may increase the risk of injury and damage to vehicles.

### **It is our policy to:**

- Identify any driver training or instruction that may be necessary on the use of mobile phones, accidents, servicing, regular vehicle condition checks, breakdown, maximum working and driving hours and personal safety.
- Provide additional driver skills training or instruction, as appropriate.
- Check all driver licences on a periodic basis.
- Ensure that all staff are fully trained, insured and in a fit state of health to drive company or their own vehicles for work related activities.
- Ensure that vehicles provided for staff are safe and in a roadworthy condition.
- Ensure that vehicles are serviced and maintained in good condition and at intervals recommended by the manufacturer.
- Ensure that vehicles provided are suitable for the individual who has to use them, e.g. sufficient adjustments, head and leg room, position of controls etc.

# Contractors – Appointment and Management Policy

## INTRODUCTION

The term ‘contractor’ applies in the broadest sense to any individual or organisation that enter into an agreement with us to provide services. This could include builders, plumbers, electricians, cleaners etc.

### **It is our policy to:**

- Assess, as far as is reasonably practicable, the competence of contractors prior to finalising contractual agreements.
- Whenever possible, use contractors that are members of a trade association relevant to their work.
- Request Health and Safety information from the contractor that is relevant to their activities at our premises.
- Meet with the contractor prior to their starting work to:
- Establish rules and guidelines for their operations whilst on our premises.
  - Provide information on our activities that may present a hazard to contractors and identify activities and actions that must be avoided.
  - Communicate emergency actions including fire, first aid and accident reporting arrangements.
  - Define the areas in which the work is to be carried out and any segregation arrangements.
  - Define areas that are not accessible to the contractors.
  - Agree routes to and from the work sites and welfare facility access.
- Stop contractors working immediately if their work appears unsafe, staff should report any concerns to a manager immediately.
- Consult Croner Consulting if there is any possibility of the Construction Design and Management regulations applying to contractors’ work.

# Contractors – Contractor Placement Policy

## INTRODUCTION

Working for host employers exposes our Contractors to a variety of risks and hazards that are beyond the direct control of our Organisation.

The Organisation endeavours to safeguard the safety of our Contractors as far as reasonably practicable.

### **It is our policy to:**

- Ensure that our Contractors are suitably competent to undertake the work for which they are placed.
- Ensure that our Contractors have relevant Health and Safety qualifications, memberships, training and experience.
- Discuss Contractor Health and Safety issues with agencies, host employers and others who may be involved in the contracted work and, where necessary, obtain full work brief assignment instructions prior to finalising contractual agreements.
- Request and obtain from the host employer Health and Safety information, policies, risk assessments, safe systems of work etc., that are relevant to the contracted activities.
- Approve, as applicable the Health and Safety standards of Host organisations.
- Ensure site induction training, training instructions, notices and information to safeguard the health and safety of the employee is provided.
- Obtain any other information, instruction, training, equipment or facility that could reasonably expect to safeguard the health and safety of Contractors.
- Encourage our Contractors to stop working immediately if work appears unsafe and establish that staff should report any concerns to a manager immediately.
- Ensure that Health Surveillance is carried out where it is identified as necessary by risk assessment.
- Ensure so far as is reasonably practicable that employees are provided with comprehensible and relevant information on the hazards and risks along with preventative and protective measures.
- Ensure that Contractors are provided with suitable Personal Protective Equipment for the work they undertake.

# Display Screen Equipment (DSE) Policy

## INTRODUCTION

We recognise that incorrect use of display screen equipment may result in ill health such as pains in the arms, neck, elbows, wrists, hands and fingers, temporary eyestrain and headaches, fatigue and stress.

### **It is our policy to:**

- Identify ‘Users’ of DSE as defined under current legislation. In general we interpret ‘users’ as staff who use this equipment for at least an hour or more at a time, or more or less daily.
- Carry out a specific assessment of each workstation, taking into account the DSE, the furniture, the working environment and the user.
- Take the necessary measures identified in the assessment to reduce risks to the lowest reasonably practicable extent.
- Ensure that risk assessments are regularly reviewed.
- Advise staff of the findings of the assessment on their own workstation.
- Advise “Users” of the opportunity for free eye and eyesight tests and the purchase of any corrective lenses, at our expense, when they are required specifically for using our DSE.
- Ensure the software we use is suitable for our tasks.
- Provide information and training for staff on the risks to health from using DSE and how to avoid them.

# Electrical Installation Policy

## INTRODUCTION

The fixed installation consists of the switchgear and electrical distribution systems throughout our premises. It is our landlord's responsibility to ensure that the fixed electrical installation is tested at the required intervals (see Electrical Guidance). However, we recognise that electrical installation equipment is potentially hazardous and will therefore identify and reduce risks associated with this equipment.

### **It is our policy to:**

- Keep a copy of fixed installation test records.
- Inform employees that they must not carry out any electrical fault finding or repairs unless trained and authorised to do so.
- Ensure that all employees are informed of the need to speedily report any problems encountered in connection with electrical supplies, circuitry or switches.
- Isolate or take out-of-service any faulty electrical system or equipment.
- Inform our landlord of any faults or problems experienced with the fixed electrical system.
- Provide emergency and first aid information to cover the actions to be taken in the event of electric shock or burns.

# Electrical Safety – Portable Appliances Policy

## INTRODUCTION

We recognise that the use of portable electrical appliances is potentially hazardous. We will identify risks to people, managing those risks in accordance with current safety legislation and guidance.

### **It is our policy to:**

- Maintain a register of all portable electrical appliances used by us and ensure that a competent person inspects and, where required, tests all such equipment at intervals identified in our risk assessment.
- Prohibit personal portable electrical appliances from being brought into our premises unless prior approval has been given and the equipment has been inspected by a competent person before use.
- Provide instruction to users of portable electrical appliances so that they are aware of the hazards and are able to spot visible defects prior to use.
- Inform staff that they must not carry out any electrical fault finding or repairs unless trained and authorised to do so.
- Ensure that all staff are aware of the need to stop using portable electrical appliances if problems are encountered and report any defects immediately.
- Isolate or take out of service any faulty electrical equipment.
- Test electrical appliances following repair to reinstalling their use.
- Provide emergency and first aid procedures to cover the actions to be taken in the event of electric shock burns.
- Take all reasonable precautions to ensure that any hired electrical equipment is safe to use.

# Fire Safety Policy

## INTRODUCTION

We recognise that fire prevention is an important obligation for all organisations, including ours, and that fire has the potential to present significant risks to our health and safety (see Fire Safety Guidance).

### **It is our policy to:**


- Identify the person responsible for fire safety within our premises.
- Appoint competent persons for fire safety to implement the requirements of fire safety legislation.
- Assess the risks from fire at our premises and implement appropriate control measures.
- Ensure good housekeeping to minimise the risk of fire.
- Provide means of detection and giving warning in case of fire.
- Inspect and/or test fire safety equipment at the appropriate intervals.
- Provide and maintain safe means of escape from premises in the event of a fire.
- Maintain all fire detection, fire fighting equipment and installations.
- Implement a procedure for the action to be taken in the event of a fire.
- Train and instruct staff in fire safety including the carrying out of fire drills.
- Keep records of all fire safety matters (see Fire Records Section).
- Ensure that all visitors are made aware of the fire precautions and emergency arrangements.
- Identify people with any disability or impairment who may require assistance in the event of a fire.

- Consult with other parties involved with fire safety within our premises.

## Fire Notice

Below is example of Notice.

an  
our Fire



**FIRE ALARM:**  
The fire alarm system is .....

**IF YOU DISCOVER A FIRE:**

1. Operate the nearest fire alarm.
2. Immediately vacate the premises by the nearest available exit and proceed to the assembly point indicated below. Do not use lifts.

**DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.**

**IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORITY AND APPROPRIATE TRAINING,** attack the fire with the fire fighting equipment provided.

Always ensure there is a safe exit route before attempting to extinguish any fire.

Leave the building immediately if you cannot control the fire or your escape route is threatened.

**WHEN INFORMED OF A FIRE:**

- Immediately vacate the premises by the nearest available exit.
- Proceed to the assembly point indicated and await roll call.
- Close all doors behind you.

Report to the person in charge of your assembly point which is located at:  
.....

**DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY**  
.....

# **First Aid Policy**

## **INTRODUCTION**


We recognise that by providing suitable first aid facilities, having regard to the nature of our undertaking and the number and location of our staff, we may reduce the immediate impact of any accident.

### **It is our policy to:**

- Appoint and train suitable numbers of first aid personnel.
- Provide and maintain suitable and sufficient first aid facilities (see First Aid Guidance).
- Ensure that first aid facilities, equipment and personnel are readily available.
- Provide additional training for first aid personnel as necessary to take into account any specific hazards.

# First Aid Notice Form

This is an example of our First Aid Notice.

 <b>FIRST AID</b> is available from
<b>FIRST AID BOX LOCATION</b>
Croner Consulting – Telephone: 0844 561 8143

# Hazard Reporting Policy

## INTRODUCTION

We recognise that staff have an invaluable monitoring role within the workplace in helping to identify hazards (see Hazard Reporting and Recording Guidance) before they cause an injury or accident. In addition, staff also have a legal duty to report conditions that might cause harm.

### **It is our policy to:**

- Have an effective system for the reporting of hazards found by staff in their workplace.
- Ensure all reported hazards are dealt with expediently and efficiently.
- Check that action has been taken following receipt of a hazard report.
- Train staff to verbally report the following circumstances immediately:
  - Discovery of a fire
  - Ineffective, defective or missing guards
  - Damaged or ineffective personal protective equipment or clothing
  - Faulty equipment that cannot be operated safely
  - Insufficient training or information to carry out your work safely
  - Insufficient information on the use and handling of a hazardous substance
  - Spillage of a hazardous substance
  - Potential incident or dangerous occurrence
- Complete checklists for hazard spotting at prescribed intervals

# **Lone Working Policy**

## **INTRODUCTION**

We recognise that staff who work alone may be exposed to hazards that are not usually present when working with other staff. We additionally recognise that extra precautions are required to safeguard the health and safety of lone working staff.

### **It is our policy to:**

- Carry out a suitable and sufficient risk assessment for lone working activities.
- Provide a safe system of work for staff.
- Provide appropriate information and training to all lone working staff.
- Make adequate first aid provision for all lone working staff.

# Maintenance Policy

## INTRODUCTION

There is a legal requirement to ensure all workplaces and equipment used at work are adequately maintained. (See Guidance).

### It is our policy to:

- Carry out routine maintenance to our premises, plant and equipment to ensure that there are no significant risks to health and safety and other who could be affected.
- Ensure that those who carry out maintenance are competent to do so and, where appropriate, provide documentation and records of their maintenance activities.
- Ensure that where specialised examinations or inspections are required, they are carried out by a competent person, e.g. fire safety equipment.
- Routinely maintain items of fabric, plant and equipment that are not included in the statutory examination and testing arrangements.
- Ensure that maintenance is carried out in such a way that it does not present significant risks to the health and safety of those undertaking the work, or others who may be affected by the maintenance activity.
- Establish the frequency at which maintenance activities are carried out to ensure that:
  - Safety related features always function correctly
  - Manufacturers' guidance is followed
  - Operating conditions such as the working environment, intensity and frequency of use do not affect equipment safety to such an extent as to create an increased risk to health and safety.
- Agree specific maintenance responsibilities with companies that supply us with leased or hired work equipment.

- Carry out inspections of work equipment prior to use for the first time and following re-installation after moving, to ensure correct installation and that the equipment can be used and maintained safely.
- Record these inspections when the safety of the equipment depends on the installation.
- Operate a planned maintenance scheme which includes safety related features of all our plant and equipment.

# Manual Handling Operations Policy

## INTRODUCTION

We recognise that manual handling causes a third of all accidents and injuries to persons at work and that these injuries may result in both temporary and permanent disability.

### **It is our policy to:**

- Avoid, so far as is reasonably practicable, the need for members of staff to carry out any manual handling tasks (see Guidance) that involve a risk of being injured.
- Carry out an assessment of manual handling activities which cannot be avoided.
- Take appropriate steps, based on the risk assessment, to reduce the risk of manual handling injuries.
- Consider the use of mechanical handling aids to reduce the need for manual handling.
- Inform members of staff of their duties.
- Train members of staff as appropriate.

# Monitoring and Checking Policy

## INTRODUCTION

We recognise the importance of carrying out monitoring and checking to ensure that our performance standards and specified objectives are met. Where they are not met, corrective action is taken to ensure that accidents and incident do not occur as a result.

We also recognise that for the monitoring system to be effective both active and reactive monitoring (see Monitoring and Checking Guidance) must be carried out. Active monitoring and checking will be used to ensure any potential problems are identified and dealt with before they result in an accident, ill health or injury. Reactive monitoring will be carried out in the event of such an incident occurring the matter will be investigated fully so that steps can be taken to prevent recurrences.

### **It is our policy to:**

- Carry out monitoring and checking as part of our health and safety arrangements at agreed frequencies, i.e. active monitoring.
- Carry out reactive monitoring following an accident, ill health or incident to ensure lessons are learnt from the event.
- Designate key employees to undertake monitoring and checking activities.
- Provide training and support to those employees undertaking monitoring and checking activities.
- Ensure all policies, procedures and activities are covered by monitoring and checking (see Monitoring and Checking Section).
- Have all completed monitoring and checking forms validated by a senior manager.
- Implement any required corrective actions identified by the monitoring and checking as soon as is reasonably practicable.
- Keep records of the monitoring and checking.

# **Pregnancy at Work Policy**

## **INTRODUCTION**

We recognise that the health and safety of staff who are pregnant, their unborn children, nursing mothers and their babies, and even the ability to become pregnant, can be affected by some work activities.

It is important, therefore, that we carry out risk assessments on the activities carried out by female staff of child-bearing age. (See Guidance).

### **It is our policy to:**

- Identify any activities which may put at risk, female staff of child-bearing age, pregnant staff, their unborn children or breast-fed babies.
- Carry out 'pregnant worker' risk assessments on the activities carried out by female staff of child-bearing age.
- Introduce additional control measures, where necessary, to protect those at risk.
- Bring the results of the assessments to the attention of relevant staff.
- Ensure female staff are aware of the need to report pregnancy to Management as soon as it is known, and that this information will be held in confidence.
- Re-assess an individual's work activities and conditions when we have been formally notified that they are pregnant, have given birth within the previous six months or are breast-feeding.
- Comply with employment law on this subject.

# Risk Assessment Policy

## INTRODUCTION

We recognise that risk assessments are the most important part of effective health and safety management. Risk assessments (see Guidance) help us to prevent accidents and ill health by considering the hazards that exist and how we manage them. From these assessments, we can develop safe systems and methods of work and ways to prevent problems occurring.

Croner Consulting have carried out a General Risk Assessment on our behalf which is held in our 'Risk Manager' documentation.

'Specific' risk assessments are required by certain regulations. These regulations may contain a specific reference to the requirement for risk assessment or may refer to the Management of Health and Safety at Work Regulations for this requirement.

### **It is our policy to:**

- Appoint a competent person or persons to carry out risk assessments, recording their details on our Health and Safety Law poster.
- Carry out suitable and sufficient risk assessments of our activities.
- Identify and carry out those specific risk assessments we are legally required to carry out.
- Carry out detailed risk assessments on hazardous activities.
- Implement the control measures and further actions required to reduce risk identified in the assessments.
- Bring the significant findings of the risk assessments to the attention of those affected.
- Amend our risk assessments when changes occur, and review them regularly to ensure they are kept up to date.
- Train staff on the principles of risk assessment, in particular the identification of hazards, and the implementation of control measures to remove or reduce the risk.

# Smoking Policy

## INTRODUCTION

We recognise the hazards and risks associated with both direct smoking and passive smoking and have adopted this policy and procedure to introduce controls.

### **It is our policy to:**

- Prevent smoking in all substantially and wholly enclosed areas.
- Ensure that members of staff and others are not exposed to passive smoking at work as far as is reasonably practicable.
- Display 'No Smoking' notices throughout all smoke-free areas.
- Designate and train person(s) in charge of implementing and enforcing the policy.
- Enforce our No Smoking Policy as necessary.
- Provide support for employees who wish to quit smoking.

# Stress Management Policy

## INTRODUCTION

Stress is the reaction some people have to excessive pressures imposed upon them. As a result, stress occurs when people worry that they 'can't cope'. Stress, therefore, may be seen as the impairment of physical and behavioural performance from real or perceived challenges.

### **It is our policy to:**

- Take stress seriously and to sympathetically help those employees who admit to feeling over stretched.
- Train managers and supervisors to recognise the signs of stress.
- Encourage supervisors and managers to watch for signs of stress and to listen to employees' views regarding the pressures of their work.
- Ensure adequate training is provided in order that employees can carry out their tasks confidently.
- Provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out.
- Ensure that people are treated fairly and consistently.
- Take accusations and cases of bullying and harassment seriously and investigate all such accusations and incidents.
- Encourage good two-way communication.
- Prioritise tasks and, where possible, give warning of urgent tasks.
- Seek professional outside help if it is suspected that stress may be a problem in the workplace.

# Training Policy

## INTRODUCTION

Training is a vital part of our strategy to effectively manage health and safety issues within our business. When carried out effectively, it can change our staff's perception of risk and result in significant improvements in health and safety performance, preparing our staff to work safely and reducing accidents and damage to our premises and equipment. It is also a general factor in motivating staff, so that improvements are often found in overall commitment and work performance, and ensures that staff are competent and confident when carrying out their work. It is our legal responsibility to provide adequate Health and Safety training (see Guidance).

### **It is our policy to:**

- Identify the health and safety training needs associated with our work activities.
- Provide the following health and safety training for our staff:
  - Induction training for new starters
  - Training on our Health and Safety Policies and Procedures
  - Work activity training relevant to the member of staff, including the use of any equipment
  - Training required by specific legislation
  - Training on Fire and Emergency procedures including alarm raising
  - Training on the recognition, handling and use of hazardous substances
  - Awareness training for Management staff
  - Refresher training where identified in our training needs analysis
- Keep records (see Training Records) of all staff training and related documents.
- Ensure staff are aware of their legal obligation to co-operate and to put into practice any new instruction or guidance given.

# Visitors Policy

## INTRODUCTION

As an employer and occupier of premises, we have a duty of care towards all visitors (see Guidance), including contractors, and we need to have regard to their health and safety, particularly as they may be unfamiliar with our premises, activities and hazard controls.

### **It is our policy to:**

- Ensure, as far as is reasonably practicable, the health, safety and welfare of all visitors to our premises.
- Control the access of visitors, including contractors, to ensure health, safety and security of our staff.
- Ensure visitors are aware of our rules and procedures.
- Accompany visitors wherever possible or, if unaccompanied, warn them of any danger areas or foreseeable risks.
- Take or direct visitors to the fire assembly point in the event of an evacuation of the premises.
- Record all injuries to visitors in the Accident Book and carry out a thorough investigation (see the Accident/Investigation Report Form). If the injury is of a serious nature or fatal, we will make contact with Croner Consulting, our health and safety consultants, for further advise.
- Inform visitors of our smoking policy.

# **Work Activities Policy**

## **INTRODUCTION**

Our work activities are diverse and may present significant hazards to our health and safety which must be controlled. This policy outlines the actions to be taken to identify hazards and control risks and illustrates our commitment to those controls.

### **It is our policy to:**

- Carry out risk assessment (see Risk Assessment Policy) on activities which present hazards to health and safety.
- Provide appropriate control measures to minimize risks arising from work activities including information, instruction, training and supervision.
- Train staff to carry out their work in a safe manner.
- Develop work instructions where necessary to control health and safety (see Work Activities Guidance), over and above our health and safety rules.

# Management of Work at Height Policy

## INTRODUCTION

Statistics show that falls from height are the most common cause of fatal injury and the second most common cause of major injury to employees. The organization will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

### **It is our policy to:**

- Identify all work activities that involve work at height.
- Eliminate the need to undertake work at height whenever it is reasonably practicable to do so.
- Evaluate the risks associated with activities where work at height cannot be eliminated and take steps to control them.
- Provide a safe system of work that will ensure, so far as is reasonably practicable, the necessary preventative and protective measures to prevent falls of persons or materials from the workplace.
- Provide the necessary equipment to allow safe access to and egress from the place of work.
- Provide the necessary equipment to ensure adequate lighting and protection from adverse weather conditions.
- Provide suitable plant to enable the materials used or created in the course of the work to be safely lifted to and from the workplace and stored there if necessary.
- Ensure that any working platform and its supporting structures are selected and/or designed in accordance with current standards.
- Regularly inspect all equipment required for work at height.
- Ensure that all persons who have to undertake work at height are trained and competent to do so.
- Appoint competent persons to be responsible for the supervision of all work at height and associated activities.

- Ensure contractors comply with this policy.
- Provide suitable information and training to persons who are required to undertake activities that involve work at height. Refresher training will also be given at reasonable intervals.

# Work Equipment Policy

## INTRODUCTION

We recognize that work equipment (see Guidance) can present hazards and risks to all our staff, not just those using it. We must therefore introduce controls to ensure that the risks associated with the use of work equipment are minimized.

### **It is our policy to:**

- Provide work equipment for staff that is suitable and safe for the tasks intended.
- Ensure that all work equipment is maintained, inspected and tested (see Record of Testing/Maintenance Form) as required.
- Restrict the use of equipment where specific risks have been identified.
- Provide information, training and instruction where appropriate to all staff who use work equipment.
- Ensure that all work equipment is CE marked where relevant.
- Control access to dangerous parts of work equipment.
- Provide suitable protection against specified hazards.
- Provide protection against high or low temperatures.
- Ensure that all controls, including controls for starting or making a significant change in the operating condition, stop controls and emergency stop controls, are provided where necessary, and are suitable for the equipment and location.
- Ensure that all control systems are safe.
- Provide suitable means of isolating the work equipment from sources of energy.
- Provide suitable environmental conditions for the safe use of work equipment.
- Provide all necessary markings and warnings.

# Workplace Environment Policy

## INTRODUCTION

We recognize that a safe and healthy work environment (see Guidance) is not only a legal requirement but also contributes to staff satisfaction, can increase productivity and may lower absenteeism, which in turn will assist us in achieving our wider objectives.

### **It is our policy to:**

- Provide a comfortable work environment which is safe and without risk to health.
- Control the following factors affecting our general working environment to ensure compliance with legislation:
  - Temperature
  - Ventilation
  - Lighting, including emergency lighting
  - Individual workspace requirements
  - General layout of work areas
  - Waste disposal, including contaminated or hazardous waste.
- Provide and maintain safe access to and egress from the workplace.
- Segregate pedestrian and vehicle movements wherever possible to avoid the risk of injury.
- Ensure safe materials are used in glazed panels and windows and that maintenance and cleaning can be carried out in a safe manner.
- Keep floors and walkways clean, and free from obstruction and slipping and tripping hazards.
- Provide and maintain the following welfare facilities:
  - An adequate number of toilets for the gender mix at our premises

- Washing, changing and clothing storage facilities where appropriate
- Rest areas, including arrangements for non smokers to avoid inhalation of smoke
- Rest facilities for pregnant workers and nursing mothers.
- Ensure the workplace, its equipment, services and facilities are maintained.
- Monitor our arrangements to ensure we maintain acceptable standards of hygiene and cleanliness in our workplace and facilities.
- Prevent a build up of waste in the workplace by disposal in accordance with current health, safety and environmental requirements. This includes any controlled or contaminated waste that may be generated.

# **Organization and Responsibilities**

## **INTRODUCTION**

The ultimate accountability for health and safety rests with the highest level of management. However, it is the responsibility of everyone in our organization to co-operate in providing and maintaining a safe working environment.

All employees are responsible for their own safety and the safety of those affected by what they do, and by what they should have done but didn't. For example, blocking a fire exit door is a dangerous act that could have serious consequences in the event of a fire. Walking past a blocked fire exit door and not removing the blockage is just as dangerous.

This section contains information about our organization and responsibilities for health and safety

## **ORGANISATION**

It is important to understand our structure for health and safety management, as this may be different to our overall business structure. Our organization chart shows the relationships between the different positions in our management structure. This helps to clarify areas of responsibility and lines of communication.

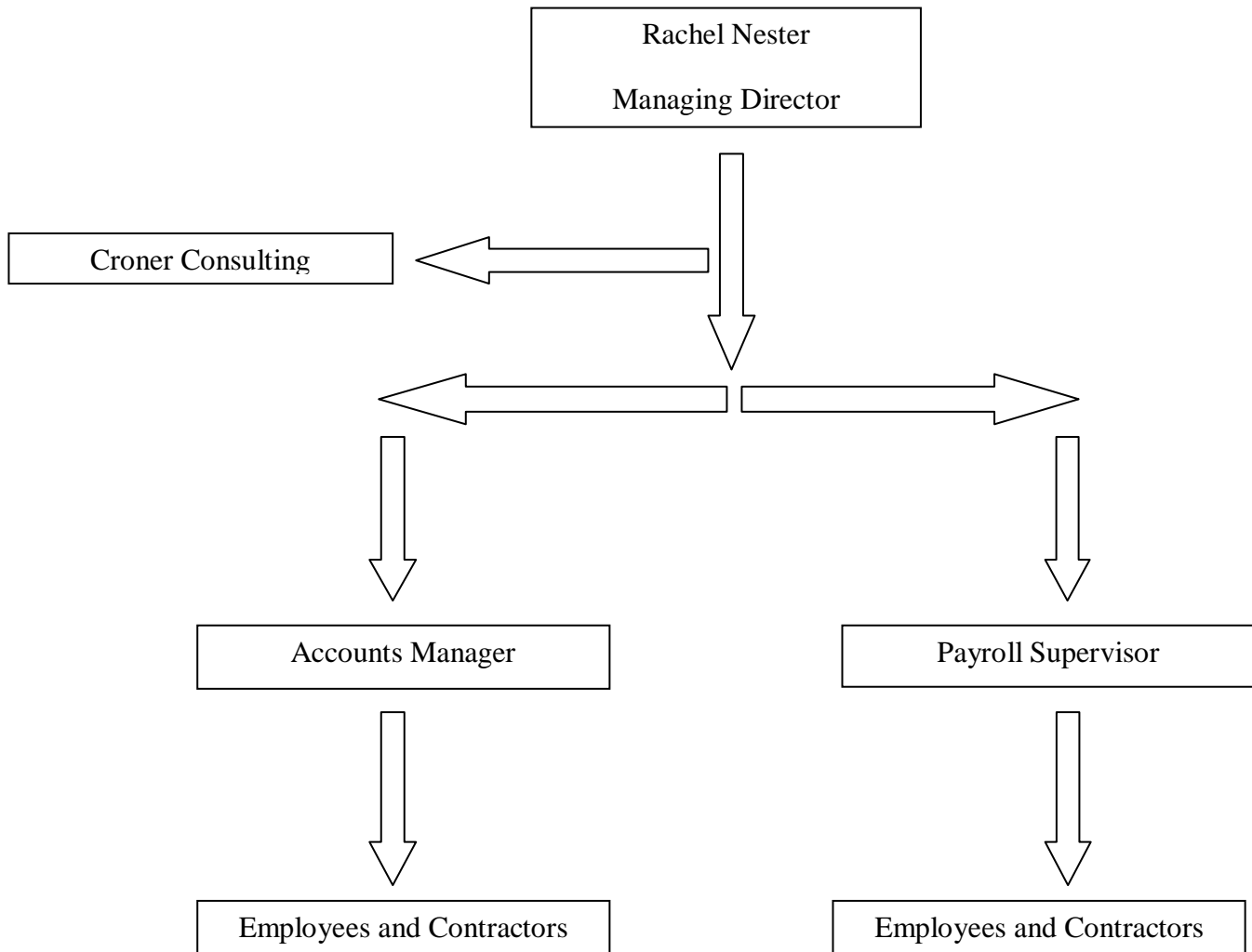
## **RESPONISBILITIES**

We have allocated health and safety responsibilities to individual members of staff (see individual responsibilities) to ensure that we are managing health and safety effectively. We have also identified the responsibilities that we all hold as employees and the rules that we must adhere to.

As our advisors, Croner Consulting hold responsibilities that are subject to the details of our contract with them.

In order to demonstrate our collective and individual fulfilment of our duties, we carry out monitoring and checking activities, which are referred to in the designated responsibilities and detailed in the monitoring and checking section.

# Black Diamond Umbrella Ltd Organization for Health and Safety



## **Employee Responsibilities**

We are responsible for acting in a safe manner whilst at work. By understanding our responsibilities and following our safety rules, we will be helping to comply with our legal duties and contributing to the safe running of our workplace.

### **We all have the responsibility:**

To take reasonable care of our own safety.

- To take reasonable care of the safety of others affected by what we do or fail to do.
- Not to interfere with or misuse, intentionally or recklessly, anything provided in the interests of safety.
- To co-operate so that we as individuals and our organization can fulfil our legal duties, e.g. comply with our safety rules.
- To set a good personal example in relation to health and safety.

### **First Aid Personnel Responsibilities**

- Administer First Aid in accordance with the current legislation and approved code of practice.
- Record all accidents that are reported to them in the Accident Book.
- Re-stock first aid boxes at regular intervals and when necessary.

# Health and Safety Rules

## INTRODUCTION

The nature of our working environment does not permit us to write extensive rules governing every detail of health and safety at work. However, if you read, understand and follow these rules you will help to comply with your legal duty and contribute to the safe running of our workplace.

If you do not understand what is expected of you, or if you are unsure about our safety rules, speak to your supervisor or manager as soon as possible.

## GENERAL

- It is the duty of all staff to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Staff must not intentionally or recklessly interfere with anything provided in the interests of health, safety and welfare.
- It is the duty of all staff to report to management any dangerous work situation and any shortcomings on our safety arrangements so that we can take the necessary remedial action.
- Staff must become familiar with the contents of our Health and Safety Policy.

## WORKPLACE

- Keep the access to and from your place of work free from obstruction and slipping and tripping hazards at all times.
- Never leave cables trailing across floors unless absolutely necessary and then only if the appropriate warning sign is used.
- Keep your work area clean and tidy, regularly remove rubbish and waste materials.
- Clean up any spillage immediately or, if you are unable to do so, segregate the area with barriers or barrier tape. In the case of hazardous substances, refer to the health and safety data sheet and the specific risk assessment.
- Only use equipment that you have received training/instruction for and which you are authorized to use.

## **FIRE SAFETY**

- Read the fire notices displayed around the premises, make sure you know how to raise the alarm if you discover a fire and that you understand the evacuation procedure for your workplace.
- Do not prop open fire doors or tamper with fire fighting equipment such as extinguishers. Report any accidental use of fire fighting equipment and damage to fire and exit doors.
- Maintain safe walkways on all exit routes. Ensure that fire exit doors can be readily opened and are free from obstruction both inside and out.
- Know the positions of the nearest fire extinguishers, how to use them, and the type of fire they can be used on.
- Smokers must only smoke in designated areas and dispose of smoking materials in a safe manner.

## **ACCIDENTS AND HEALTH**

- All injuries, accidents and cases of ill health, including minor injuries, caused by or affecting your work must be reported to your manager or supervisor.
- Ensure the details of your accident and injury are recorded in the Accident Book.
- Report all dangerous occurrences and 'near miss' incidents.
- Report any medical condition or medication you are taking which could affect your ability to carry out your work safely.
- You must not work if you have taken any substance that could affect your ability to work safely.
- Report immediately any damage caused to property.
- If you see a situation which has the potential to cause an accident or injury, you must report it immediately.
- Co-operate with any incident or accident investigation.

## **COMPANY VEHICLES**

- Never drive or operate a vehicle if you are not authorized to do so.
- Never drive a vehicle for which you do not hold the appropriate license or permit.

- Always check the vehicle prior to use according to your vehicle checklist.
- Do not tamper with the vehicle.
- Report any damage caused to the vehicle and to property.