

# Procedures/Policy

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# Legal Requirements

To comply with current Health and Safety requirements your business should complete and maintain the following documentation:

- Risk Assessments
- Fire Risk Assessments
- Control Of Substances Hazardous to Health (COSHH) assessments
- Accident Book
- Asbestos Register
- Training Records
- Maintenance and inspection records such as lift inspection reports
- Employers Liability Insurance Certificate
- Health and Safety poster

By completing this pack you will have met the minimum legal requirements for many of these documents. There may be additional risks within your business which need to be assessed separately. Information on the control of these risks should be placed in the Extra Care Section. Ensure that the pack is reviewed regularly to keep it up to date, and that all certificates and inspection reports are kept in a safe place so that they can be retrieved easily when required.

# Health and Safety Policy Statement

If you employ more than five members of staff, it is a legal requirement to have a Health and Safety Policy Statement. A health and safety policy statement sets out how you manage health and safety within your workplace. It demonstrates your businesses attitude towards health and safety and the steps, arrangements and systems you have in place to ensure you comply with Health and Safety legislation. If you employ less than five staff, it is still good practice to complete a Health and Safety Policy Statement.

## Health and Safety Policy Statement Health and Safety at Work etc Act 1974

This is the Health and Safety Policy Statement of

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Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our employees on matters affecting their health and safety;
- To provide and maintain safe plant and equipment;
- To ensure safe handling and use of substances;
- To provide information instruction and supervision for employees;
- To ensure all employees are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions; and
- To review and revise this policy as necessary at regular intervals.

Signed: .....  
(*employer*)

Date: ..... Review Date: .....

# Risk Assessment

This sheet should be used to detail any activities you carry out that are not covered as part of this pack. Please duplicate this sheet where necessary.

Safe Method: (Name of Activity)

Safety point	Why?	How do you do this?

# Training and supervision

It is essential to train and supervise your staff effectively to make sure that they operate safely at work.

You should train your staff in all the safe methods that are relevant to the job they do. There are some safe methods that all staff need to cover on their first day. You should also supervise them to check they are following the safe methods properly.

Sign the training record to confirm that staff involved in the work activity that day have been supervised to make sure that your staff follow your safe methods.

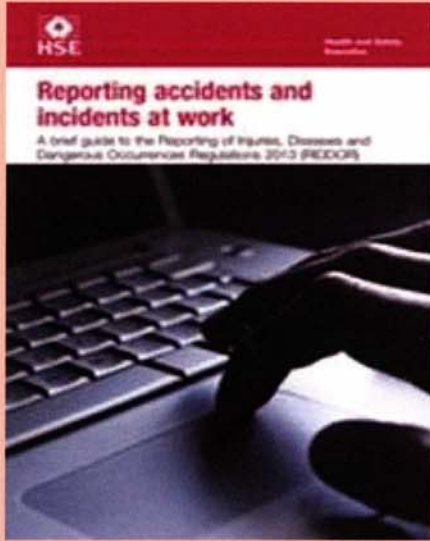
Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you to confirm they understand fully.
	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.
When a member of staff has completed a task, ask them about how they followed the method, to help you find out if they did it correctly.	You may wish to observe staff carrying out high risk activity periodically to check safe methods have been followed.

<b>What to do if things go wrong?</b>	<b>How to stop this happening again?</b>
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow this method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these. Remember to include new staff.



# Accident reporting

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

Safety point	Why?	How do you do this?
<p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) place a legal duty on:</p> <ul style="list-style-type: none"> <li>• employers;</li> <li>• self-employed people;</li> <li>• people in control of premises;</li> </ul> <p>to report work-related deaths, major injuries or over-seven-day injuries, work related diseases, and dangerous occurrences such as a fire or explosion.</p> <p>Further information can be found at <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></p>	<p>If an employee is off work due to a work related illness then you must check if it needs to be reported under RIDDOR.</p> <p>If a member of the public has an accident in your workplace and is taken to hospital then you must also report this under RIDDOR.</p> <p>All incidents can be reported online at <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a> Major and fatal injuries can be also be reported by telephone. You must notify the Incident Contact Centre: Tel: 0845 3009923 Monday to Friday 8.30am to 5pm</p> 	<p>Do you know when you should report certain conditions? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not please refer to <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></p> <p>Where do you record incidents, accidents and illnesses?</p> <div style="border: 1px solid black; height: 200px; width: 100%;"></div>
<p>For all accidents that result in injuries to persons, you should carry out an investigation and prepare a brief written report of the findings and any action taken.</p>	<p>It is important to record as much detail whilst it is still fresh in your mind. If an enforcement officer investigates the accident or the injured person decides to sue you for damages you will have a comprehensive report for your defence. The investigation should focus on the person injured, what they were doing at the time of the accident and where the accident occurred. Positive issues should also be noted in the report, e.g., "the floor was in good condition and a handrail was provided". These reports should be restricted to facts and not opinions. The reports should be signed and dated.</p>	<p>How do you investigate accidents?</p> <div style="border: 1px solid black; height: 200px; width: 100%;"></div>

# First Aid at work

The Health and Safety (First Aid) Regulations 1981 and associated Approved Code of Practice specify the level of provision of first aid facilities in the work place to serve employees.

Safety point	Why?	What do you do?
<p>All businesses must have an appointed person.</p> <p>Depending on the type and size of your business, you may need to provide a qualified first aider.</p> <p>Adequate training must be provided and update training must be provided every three years for first aiders. Ensure you record the dates of any training in the paperwork section.</p>	<p>An <b>Appointed Person</b> is someone that is responsible for taking control of an emergency i.e. contacting the emergency services and maintaining the first aid box. They are not a first aider. You must ensure that you have an appointed person available at all times. Therefore you may need to appoint more than one person.</p> <p>A <b>First Aider</b> is someone who is able to provide suitable treatment for minor injuries and to prevent injuries getting worse whilst awaiting for medical treatment.</p> <div data-bbox="517 1294 946 1872" data-label="Image"> </div>	<p>Please list who in your workplace is an Appointed Person?</p> <div data-bbox="1038 566 1461 891" data-label="Form"> <input type="text"/> </div> <p>Please list who in your workplace is a qualified First Aider (indicate whether this is a one day emergency first aid course or a full four day course)?</p> <div data-bbox="1038 1115 1461 1491" data-label="Form"> <input type="text"/> </div> <p>How do you make sure all your staff aware of who is the appointed person/first aider?</p> <div data-bbox="1038 1626 1461 2029" data-label="Form"> <input type="text"/> </div>

Safety point	Why?	What do you do?
<p>A suitable box, (colour green with a white cross) shall be conspicuously displayed. First aid boxes must be available in suitable locations where they are kept and which first aiders/appointed persons are on duty.</p>	<p>No medicines or creams must be kept in the first aid box. This is because people can be allergic to different medicines and creams and they must only be administered by medical personnel. If someone wants to use their own medicine then this must be kept for their own use.</p> <p>Minimum contents of a First Aid Box: -</p> <ul style="list-style-type: none"> <li>• Guidance card</li> <li>• 20 Adhesive dressings (individually wrapped) of assorted sizes</li> <li>• 2 sterile eye pads with attachments</li> <li>• 6 individually wrapped triangular bandages</li> <li>• 6 safety pins</li> <li>• 6 medium sized, 2 large and 3 extra large individually wrapped sterile unmedicated wound dressings</li> <li>• Adhesive plaster (4.5cm x 2.5cm)</li> <li>• 1 pair of disposable gloves</li> </ul> <p>A minimum 300ml sterile water container should also be provided where mains water is not available.</p> <p>Please note that the contents may vary according to the needs of the workplace.</p>	<p>Where is your first aid box located?</p> <div data-bbox="1038 282 1465 647" style="border: 1px solid black; height: 163px; width: 267px;"></div> <p>How often do you replenish the box?</p> <div data-bbox="1038 741 1465 1050" style="border: 1px solid black; height: 138px; width: 267px;"></div> <p>Do you check that the box contains the correct contents and that no other medicines or creams have been added?</p> <p>Yes <input type="checkbox"/>                      No <input type="checkbox"/></p>



# Capability assessment for vulnerable workers

Vulnerable Workers can include expectant mothers, people with a disability and young people. These groups may be at more risk than other people at work and need special attention from the employer.

Safety point	Why?	How do you do this?
<p>Businesses must have arrangements to identify and protect vulnerable workers.</p>	<p>You have extra legal responsibilities to protect vulnerable groups.</p>	<p>If:</p> <ul style="list-style-type: none"> <li>• a female employee tells you that she is pregnant, has given birth within the previous six months, or is breastfeeding;</li> <li>• you employ someone who is under 18</li> <li>• an employee tells you that something has effected their capacity to work</li> <li>• an employee is off on long-term sick leave</li> </ul> <p>You, or your managers if you have any, must do a specific risk assessment for that person. You must look at what they are doing and make sure put in place any extra controls necessary to take in to account their condition.</p>
<p>If a risk assessment finds risks to new or expectant mothers which cannot be avoided you must:</p> <ul style="list-style-type: none"> <li>• Alter her working conditions or hours of work if it is reasonable to do so and would avoid the risks, and if you cannot;</li> <li>• Identify and offer her suitable alternative work that is available and if you cannot;</li> <li>• Suspend her from work on full pay</li> </ul>	<p>The law requires you to put the interests of the individual first as far as possible. It is important to be flexible and to involve the employee in any decision making, otherwise disputes can lead to Employment Tribunals and/or investigations by Environmental Health.</p>	<p>What arrangements do you have for expectant mothers?</p> <div data-bbox="746 1249 1453 1666" style="border: 1px solid black; height: 186px; width: 443px;"></div> <p>Tell staff as part of their induction that expectant mothers must tell you of their condition.</p> <p>A risk assessment must then be carried out by a competent person looking at the <b>individual's</b> situation and work tasks to identify any risks to her or the baby.</p>

Safety point	Why?	How do you do this?
<p>If you employ someone under the age of 18, BEFORE they start work, you must do a risk assessment for them.</p>	<p>People under the age of 18 will not necessarily have the knowledge and experience to understand the risks of a workplace. You may also have some specific work tasks which they will have no experience of at all. You cannot expect them to know how to deal with risks experienced members of staff normally deal with safely.</p>	<p>Do you employ under 18's? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes: You must not employ a young person for work:</p> <ul style="list-style-type: none"> <li>• Which is beyond their physical or psychological capacity;</li> <li>• Involves harmful exposure to substances which could chronically affect their health</li> <li>• Involving risk of accidents which it may reasonably be assumed cannot be recognised or avoided due to their insufficient attention to safety or lack of experience or training;</li> <li>• Where there is a risk to health from: <ul style="list-style-type: none"> <li>i.) Extreme cold/heat</li> <li>ii.) Noise; or</li> <li>iii.) Vibration.</li> </ul> </li> </ul> <p>What work do under 18's do?</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>
<p>If you employ someone below school leaving age they need a Work Permit issued by the Local Authority.</p>	<p>This ensures controls over work which could put the child in danger or impede their education.</p>	<p>Do you employ anyone under school leaving age? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>You cannot employ a child under 13 years old. Children between 13 years and school leaving age must get a Work Permit by asking their school.</p>
<p>You can offer Work Experience to children in most workplaces.</p>	<p>Work Experience in a well managed workplace should not expose children to significant risks while giving them valuable experience of the work environment.</p>	<p>Does the company provide Work Experience for local schools/colleges? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Can Work Experience be given without expecting student to do high risk activities? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is the young person supervised by a competent person? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are any risks reduced as much as reasonably practicable? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>You must write and keep a risk assessment for the student.</p>
<p>You must have risk assessment arrangements for employees suffering from disabilities, stress or illness.</p>	<p>You must protect employees from additional risks arising from their condition. This will help them to get back into the work environment as quickly as possible.</p>	<p>Does the company have a sickness absence policy? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Does the company provide return to work interviews? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

# Electrical Safety

Electricity can kill. Even non-fatal shocks can cause severe and permanent injury. Electrical installations and equipment should be safe and maintained to prevent danger.

Safety point	Why?	How do you do this?
The fixed electrical installation and electrical equipment must be safe for employees to use.	Contact with live parts at mains voltage can cause shock, burns and can kill. Electrical faults can cause fires Overloading sockets by using adaptors can cause fires.	Install new electrical systems to a suitable standard eg. BS 7671  By providing safe and suitable equipment.  Providing a suitable number of socket outlets.
We use the following electrical equipment		
For example anything with a plug such as: Vacuum cleaners Kettles Heaters Fans Television Photocopiers/computers Steam/water pressure cleaner Cables and plugs Extension Leads	We have <div style="border: 1px solid black; height: 200px; width: 100%;"></div>	We use it for <div style="border: 1px solid black; height: 200px; width: 100%;"></div>
Staff must be properly trained to use work equipment	Staff need to be aware of possible danger and must be able to identify obvious defects	Do you train your staff in the safe use of electrical equipment? Yes <input type="checkbox"/> No <input type="checkbox"/>
Provide a RCD (residual current device) if equipment greater than 230 volts AC (normal mains voltage) is used  Use an RCD with a steam/water pressure cleaner	A RCD (residual current device) detects some but not all faults in the electrical systems and rapidly switches off the supply  As the work area is wet an electric shock from a faulty machine is likely to be dangerous	Is a RCD is built into the main switchboard Yes <input type="checkbox"/> No <input type="checkbox"/>  A RCD must be used for <div style="border: 1px solid black; height: 80px; width: 100%;"></div>

Safety point	Why?	How do you do this?
All electrical equipment must be suitable for the job?	The risk of injury from electricity is strongly linked to how it is used e.g. in wet conditions unsuitable equipment can become live and make its surroundings live.	Select equipment that is suitable for the working environment.
<p>The fixed installation should be inspected and tested by a competent person e.g A qualified electrician.</p> <p>Electrical equipment must be maintained in a sound condition.</p>	<p>By checking for visible signs of damage most electrical risks can be controlled.</p> <p>Earthed equipment and leads and plugs connected to the equipment should have an occasional combined inspection and test. This is because some faults cannot be seen such as lack of continuous earths.</p> <p>The frequency of checks will depend on the type of equipment and how it is used. Portable hand held equipment is more susceptible to damage than stationary equipment.</p>	<p>Inspection and testing of the fixed installation was carried out by/date</p> <div data-bbox="810 611 1469 804" style="border: 1px solid black; height: 86px; width: 100%;"></div> <p>Do you have a system of visual inspection and where necessary testing  Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Visual Inspection is carried out by:</p> <div data-bbox="810 992 1469 1171" style="border: 1px solid black; height: 80px; width: 100%;"></div> <p>Testing is carried out by:</p> <div data-bbox="810 1216 1469 1350" style="border: 1px solid black; height: 60px; width: 100%;"></div> <p>Records of the results of inspection and testing are kept at:</p> <div data-bbox="810 1440 1469 1619" style="border: 1px solid black; height: 80px; width: 100%;"></div> <p>We report any damage or defects to:</p> <div data-bbox="810 1664 1469 1865" style="border: 1px solid black; height: 90px; width: 100%;"></div> <p>Defective equipment is immediately taken out of use and labelled "Do not use"</p>



# Gas Safety

Many businesses use either mains gas or liquefied petroleum gas (LPG) for cooking or heating. Gas equipment and services must be safely installed and maintained as they can present fire, explosion and asphyxiation hazards.

Safety point	Why?	How do you do this?
By law gas equipment and services must only be installed and repaired by a <b>Gas Safe</b> registered installer.	If incorrectly fitted the equipment or service could leak gas into the environment, or the appliance could give out poisonous fumes in to the workplace.	Make sure your gas service engineer is registered with <b>Gas Safe Register</b> The previous registered scheme was run by CORGI, so systems fitted and maintained by CORGI registered engineers are acceptable.
Gas installations must be installed so they are safe for employees to use.	Incorrect fitting can result in potential explosion and fire risks, or production of fumes.	Was the equipment installed by a <b>Gas Safe Register</b> or CORGI registered engineer? Yes <input type="checkbox"/> No <input type="checkbox"/>

We have the following items of equipment and services that are powered by mains gas or LPG:

Examples	We have	We use it for
<p>Gas boilers and heaters (including mobile heaters and living flame fires);</p> <p>Cooking equipment including hobs, ovens, fryers, barbecues and hand-held LPG blowtorches;</p> <p>Fork lift trucks and other handling equipment;</p> <p>Refrigeration equipment (such as on food mobile units),</p> <p>Other heating facilities such as pool plant rooms</p>	<div style="border: 1px solid black; height: 100%; width: 100%;"></div>	<div style="border: 1px solid black; height: 100%; width: 100%;"></div>
Gas appliances must be serviced and maintained.	Poorly maintained equipment can result in a risk of fire and explosion, or the production of harmful gases such as Carbon Monoxide.	<p>Ensure that all equipment is regularly inspected in accordance with the manufacturer's instructions. It is recommended that a 'Gas Safe' registered engineer undertakes this work.</p> <p>Has the equipment been checked by a <b>Gas Safe</b> registered engineer? Yes <input type="checkbox"/> No <input type="checkbox"/></p>



Safety point	Why?	How do you do this?
If a gas appliance does not light when the ignition system has fired, or if the gas supply continues after the flame goes out, there will be a gas leak and fire and explosion can result	Older equipment may not have a flame supervision device, allowig you to see the pilot light.	Ask your registered gas service engineer to check that flame supervision devices are fitted.  Train your staff in safe methods to light equipment if manually ignited equipment is provided.
Make sure you can isolate the gas supply to each item of equipment.	You will need to be able to cut the supply off to an item of equipment for cleaning, servicing and in the case of emergencies.	Make sure that the manual isolation valves for each piece of equipment are conveniently accessible and properly labelled.
Where there is a mechanical ventilation system, there should be an interlock stopping the gas supply in the event of a power failure causing the ventilation system to shut down. This has been a British Standard requirement since September 2001.	If the ventilation system stops working, the exhaust from the gas appliance may not be removed. Fumes and poisonous gases can build up, particularly Carbon Monoxide.	Is an interlock system fitted? Yes <input type="checkbox"/> No <input type="checkbox"/>  If not, have you done a risk assessment on what happens if the ventilation system stops working? Yes <input type="checkbox"/> No <input type="checkbox"/>  Have you told your staff what to do? Yes <input type="checkbox"/> No <input type="checkbox"/>
Staff need to be trained in the safe use of equipment, what defects to look for and what to do if they identify problems.	Staff may continue to work with defective equipment or incidents could arise from incorrect use.	Train all staff to use equipment, safely and the procedures for dealing with defects or emergencies. Remember to record this training in the training record sheet.
LPG bottles and tanks need to be properly located, secured and maintained to be safe.	Poorly installed and maintained equipment can give rise to a risk of tampering or other failures resulting in fire and explosion.	The areas where bottles and tanks are stored should be routinely checked. Make sure that <ul style="list-style-type: none"> <li>• tanks cannot be tampered with;</li> <li>• containers and pipes are properly maintained;</li> <li>• vegetation and other combustible materials are kept away from the storage area;</li> <li>• there are appropriate warning signs.</li> </ul>
Exhaust from burning gas appliances contains a number of harmful gases, particularly Carbon Monoxide. Build up of these gases can have serious and even fatal consequences to anyone in the workplace.	You can't see, taste or smell it but Carbon Monoxide can kill without warning in just a matter of hours.	Look out for yellow or orange rather than blue flames (apart from fuel effect fires or flueless appliances which have this colour flame) or soot or yellow/brown staining around or on appliances  Do you have any Carbon Monoxide monitors? Yes <input type="checkbox"/> No <input type="checkbox"/>

# Fire Risk Assessment

Fire risk assessment is a legal requirement for every workplace. Even a small fire could have fatal consequences and will have serious financial implications for any business.

Safety point	Why?	How do you do this?
By law a competent person must carry out a fire risk assessment of the premises.	A competent person will have the knowledge to identify the risks and suggest practical precautions you can take.	By developing your own knowledge, training a suitable, interested member of staff, or employing a qualified advisor. Ask for information from your Fire Authority.

Use the blank fire assessment form provided on the last page to go through this process and do a fire risk assessment of your premises. Photocopy the form for additional areas if required.

## Fire safety risk assessment

<b>1</b>	<p><b>Identify fire hazards</b></p> <p>Identify:</p> <ul style="list-style-type: none"> <li>• sources of ignition such as naked flames</li> <li>• sources of fuel such as flammable liquids</li> <li>• sources of oxygen such as the air around us</li> </ul>
<b>2</b>	<p><b>Identify people at risk</b></p> <p>Identify:</p> <ul style="list-style-type: none"> <li>• people in and around the premises and</li> <li>• people who are especially at risk</li> </ul>
<b>3</b>	<p><b>Evaluate, remove or reduce, and protect from risk</b></p> <ul style="list-style-type: none"> <li>• Evaluate the risk of a fire starting</li> <li>• Evaluate the risk to people from a fire</li> <li>• Remove or reduce fire hazards</li> <li>• Remove or reduce the risks to people from a fire</li> <li>• Protect people by providing fire precautions</li> </ul>
<b>4</b>	<p><b>Record, plan, inform, instruct and train</b></p> <ul style="list-style-type: none"> <li>• Record any major findings and action you have taken</li> <li>• Discuss and work with other responsible people</li> <li>• Prepare an emergency plan</li> <li>• Inform and instruct relevant people</li> <li>• Provide training</li> </ul>
<b>5</b>	<p><b>Review</b></p> <ul style="list-style-type: none"> <li>• Review your fire-risk assessment regularly</li> <li>• Make changes where necessary</li> </ul>

**Remember to review your fire-risk assessment regularly**

## Risk Assessment - Record of significant findings

Risk assessment for  
Building:

Location:

Assessment done by

Date:

Completed by:

Signature:

Use:

## Identify fire hazards

Sources of ignition

Sources of fuel

Sources of oxygen

## People at risk

## Evaluate, remove, reduce and protect from risk

Risk of fire occurring

Risk to people from a fire  
starting in the premises

What hazards can be removed  
and/or reduced that may cause  
a fire

How can the risks to people be  
removed and/or reduced

## Assessment review

Assessment/review date

Completed by

Signature

Review outcome (where substantial changes have occurred a new record sheet should be used)

# Suppliers and Contractors

How you handle suppliers and contractors is important.

What to do?	Why?	How do you do this?
Choose suppliers carefully.	It is important to use suppliers that supply and handle goods safely, as well as delivering on time etc.	<ul style="list-style-type: none"><li>• Make sure you choose suppliers you can trust.</li><li>• Ask the following questions:-<ul style="list-style-type: none"><li>- Does the supplier store, transport and pack their goods in a safe way?</li><li>- Does the supplier/contractor provide fully referenced invoices/receipts?</li><li>- Do they have any certification or quality assurance?</li><li>- How quickly do they respond to your concerns?</li></ul></li></ul>
Choose contractors carefully.	Services such as plumbers or electricians can be valuable to help you make sure your premises is safe. It is important to have contractors you can trust to deliver these services effectively.	<ul style="list-style-type: none"><li>• Ask other businesses for recommendations.</li><li>• Check that the supplier has a Health &amp; Safety Management System/Policy.</li><li>• Buy equipment from reputable dealers.</li><li>• Make sure all equipment has a guarantee / warranty.</li><li>• Ask for advice from other retailers or a trade association.</li></ul>
Make sure your equipment works effectively.	To allow you to make your workplace is safe, it is very important that all equipment works effectively.	

## What to do if things go wrong?

If you do not think that the delivery has been handled safely (for example, if you think it has placed your staff at risk), reject the delivery, if possible, and contact your supplier immediately. If you have problems with any suppliers or contractors, record your concerns on the incident sheet. If you have repeated problems, you can do the following things, depending on how serious the problem is and the response you get.

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.

# Property maintenance

If you are doing major alteration or refurbishment of your premises you, staff, contractors, customers and the public can be put at risk. These risks require identification and control.

Safety point	Why?	How do you do this?
<p>Before doing any works to your premises you need to be certain what your responsibilities are for protecting the health and safety of people who could be affected now or in the future.</p> <p>The person requiring/paying for work to be done is known as the 'CLIENT'.</p>	<p>Careful planning can avoid accidents and liabilities in the future. For example, where asbestos is concerned this could be over 30 years ahead (see below).</p> <p>You must register certain construction works with the Health and Safety Executive otherwise you could be prosecuted.</p>	<p>Will the work take more than 30 days from start to finish Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Will it be more than 500 person days of work (i.e. 10 men working for 50 days) Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If either question is yes, then you must appoint a 'Construction Design Management Co-ordinator' who is responsible for notifying the HSE on a F10 form before the work starts. DESIGNERS e.g. architect, PRINCIPAL CONTRACTORS and CONTRACTORS also need to be identified.</p> <p>If you answer 'no' to both then the job is not notifiable but the following still applies in general law.</p>
Plan the work that you want done	Many accidents are caused by a lack of planning e.g. falls from height caused by using the wrong equipment	Consider what you want done and how you want it to be done, what equipment will be required and who you are going to get to quote for the work. Discuss this with contractors that you are getting in to quote for the work.
Check whether any asbestos is involved.	Asbestos is a known health risk that is still present in many buildings and is dangerous if disturbed e.g. by refurbishment works.	The person responsible for the building has a 'duty to manage' any asbestos containing materials and, if present, provided an asbestos management plan that you can refer to. You have a duty to inform all contractors of any asbestos in the building before they start work.
Identify the hazards and manage the risks involved	Building and repair work can change risks or introduce new hazards that could injure people for which you may be held responsible.	Carry out a risk assessment for the work and ensure that any contractors you employ do the same. Decide what information, instruction and training is required to be provided to each group at risk e.g. employees, customers, contractors. Consider the priority areas of working at height, manual handling, workplace transport and slips trips and falls. Blank risk assessment sheets are in the pack. Record any plans and agreements to deal with risks with contractors.

Safety point	Why?	How do you do this?
Select the right contractor and ensure their competency	Accidents can be caused by contractors not knowing what the rules are.	<p>You must be satisfied that contractors are competent (i.e. they have sufficient skills and knowledge) to do the job safely and without risks to health and safety. The degree of competence required will depend on the work to be done. You could for example ask prospective contractors:</p> <ul style="list-style-type: none"> <li>• What experience they have in the type of work you want done</li> <li>• What their health and safety policies and practices are</li> <li>• About their health and safety performance (number of accidents etc)</li> <li>• What qualifications and skills they have</li> <li>• Their selection procedure for sub-contractors</li> <li>• For their safety method statement</li> <li>• What health and safety training and supervision they provide</li> <li>• Their arrangements for consulting their workforce</li> <li>• If they have any independent assessment of their competence</li> <li>• If they are members of a relevant trade or professional body; or</li> <li>• Whether they or their employees hold a 'passport' in health and safety training. This is a growing trend in construction.</li> </ul> <p>Make sure they know and understand what performance you expect. Explain your health and safety arrangements to them, show them your procedures and health and safety policy statement and make sure they understand and act in accordance with it.</p>
Ensure the correct selection of any sub-contractors	Sub-contractors can introduce unforeseen risks as they may not be aware of site safety rules	The selection of sub-contractors is probably best left to the contractor. However you must be sure that a contractor has an effective procedure for appraising the competence of a sub-contractor e.g. by using the same criteria listed above that you do
Supervise the work being done	Sometimes the people arriving to do the work are different to those who planned it and they decide to do things differently e.g. to save time. This can lead to accidents.	Hopefully by doing the above you will have a clear understanding of what you are paying for when employing a contractor to do work. Check that you are getting what was agreed both in quality and the methods used – look out for any shortcuts that could become accidents.
If in doubt get advice	In order to know whether something is right or wrong you need to know what's right in the first place.	Accept the extent of your knowledge – get advice if you need it from someone who knows about the subject e.g. a CDM coordinator, through the HSE website or your local Council.



# Redecoration good practice

During day to day maintenance, redecoration and refurbishment of your premises you, your employees, contractors, customers and members of the public can be put at risk. These risks require identification and control.

Safety point	Why?	How do you do this?
<p>Before you start work you need to be certain what your health and safety responsibilities are.</p>	<p>Careful planning can avoid accidents and liabilities later.</p> <p>For example, where asbestos is concerned this could be over 30 years in the future.</p> <p>You must also register certain construction works with the HSE or you could be prosecuted.</p>	<p>Identify what the work will involve and how you want to get it done.</p> <p>Estimate how long will take and how many people will be employed in doing it:</p> <ul style="list-style-type: none"> <li>• Is it over 30 days duration Yes <input type="checkbox"/> No <input type="checkbox"/></li> <li>• Is it over 500 person days Yes <input type="checkbox"/> No <input type="checkbox"/></li> </ul> <p>If you answer 'yes' to either you must tell the HSE using an F10 form - see the sheet called Property Maintenance)</p> <p>Are you going to use a contractor? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes - see the safe method sheet called Property Maintenance.</p>
<p>Plan the work that you want done</p>	<p>Many accidents are caused by a lack of planning e.g. falls from height caused by using the wrong equipment</p>	<p>What do you want and how do you want it to be done what equipment will be required, who you are going to get to quote for the work. Discuss this with any contractors that may quote for the work and record any plans agreed.</p>
<p>Check whether any asbestos is involved.</p>	<p>Asbestos is a known health risk that is still present in many buildings and is dangerous if disturbed by refurbishment works.</p>	<p>Are there any identified asbestos containing materials? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If yes or you don't know - check the section on managing Asbestos. Tell any contractors and ensure the right investigations and precautions are taken depending on the situation – get advice from a licensed asbestos contractor if necessary.</p>
<p>Identify any other hazards and put in arrangements for managing the risks involved</p>	<p>Even the simplest tasks can change the risks or introduce new hazards in your workplace that could injure people for which you may be held responsible.</p>	<p>Identify what could go wrong and put in place the precautions that you need to take to prevent harm. You may wish to use the blank risk assessment sheets for this.</p> <p>Ensure that any contractors you employ do the same and give you a written summary of the risks and precautions.</p> <p>Decide what information, instruction and training each group who is at risk (employees, customers, contractors) needs to know and tell them.</p>

Tick which of the following priority action areas apply that require a risk assessment:

	Risk to employees	Risk to the public
Falls from height (any ladder use?)		
Heavy lifting (manual handling)		
Exposure to harmful substances e.g. chemical fumes, dusts, skin sensitisers (COSHH)		
Electric shocks/fires		
Use of dangerous equipment e.g. powered hand tools		
Risk to pedestrians from vehicles?		
Objects falling from a height onto persons below?		
Possibility of slips or trips?		

- ✓ For each one you tick carry out a risk assessment looking at this particular aspect.
- ✓ Ensure that you provide the right equipment and personal protective equipment for the task e.g. scaffold towers or scissor lifts instead of using ladders, 110v powered hand tools instead of 240v outside, water based paints instead of oil based, vinyl instead of latex gloves.

Safety point	Why?	How do you do this?
Prepare for any accidents	No matter how well planned the work may be something could still go wrong	Do you have a fully stocked first aid kit available? Yes <input type="checkbox"/> No <input type="checkbox"/>  If no – get advice and buy one from a chemist. Check the accident reporting safe method sheet of the pack.
Supervise the work being done	You are responsible for your premises, so it makes sense that you keep an eye on what's going on and ensure things are being done safely.	Hopefully by doing the above you will have a clear understanding of how the work is to be done safely - look out for any shortcuts that could become accidents and record any problems on the incident sheet.
If in doubt get advice	In order to know whether something is right or wrong you need to know what's right in the first place.	Accept the extent of your knowledge – get advice if you need it from someone who knows about the subject e.g. a CDM coordinator, through the HSE website or your local Environmental Health Officer.