

HEALTH & SAFETY CODES OF PRACTICES 2025



Health & Safety Codes & Practices

Manual Index

Section	Description
1.0	Health and Safety Policy
2.0	Organisation and Responsibilities
3.0	General Arrangements
4.0	Fire Prevention and Control
5.0	Electricity
6.0	Use of Power Tools
7.0	Working at Height
8.0	Solvents and Chemicals COSHH
9.0	Working with Pressurised Gases
10.0	Manual & Mechanical Handling
11.0	Plant and Equipment Maintenance
12.0	Noise
13.0	Personal Protective Equipment
14.0	Safety in Company Vehicles
15.0	First Aid
16.0	Accident & Incident Reporting and Investigation
17.0	Construction (Design & Management) Regulations
18.0	Risk Assessment & Method Statements
19.0	Working in Confined Spaces
20.0	Permit to Work
21.0	Environmental & Energy
22.0	Asbestos
23.0	Display Screen Equipment / Home Working
24.0	Welfare, Hygiene and Environmental
25.0	Health and Safety Training
26.0	Lone Working / Home Working
27.0	New and Expectant Mothers
28.0	Legionella Disease
29.0	Management of Occupational Stress
30.0	Communication and Consolation
31.0	Young Persons & Apprentices
32.0	Legislative requirements & Policy Statement List

1.0 Health & Safety Policy

Birdsall Group Limited, Birdsall Networks Limited, Birdsall Technical Services Limited & Birdsall Decarbonisation Limited recognises and accepts its responsibility as an employer for providing, as far as is reasonably practicable, a safe and healthy environment for all of its employees paying particular attention to:

1. A healthy working environment.
2. Adequate welfare facilities.
3. A safe place of work and safe access to it.
4. The identification and control of risk, eliminating those risks so far as is reasonably practicable, in order to prevent work related injury or ill health.
5. Safe arrangements for the use, handling, storage and transport of articles and substances (as and when the need arises).
6. Ensuring that plant, equipment and systems of work are safe.
7. Providing sufficient information, instructions, training and supervision to enable all employees to avoid hazards & contribute to their own health & safety at work.
8. Encouraging consultation and participation of employees and other key stakeholders in the establishment and implementation of the occupational safety management system.
9. The setting and monitoring of appropriate objectives to ensure the effectiveness of the Health & Safety Management system and enable continual improvement.

We also accept responsibility for the health and safety of other people who may be affected by our activities and expect full co-operation from our employees in the management of health and safety. Neglect of responsibilities in maintaining the company's Health and Safety Policy will be considered as gross misconduct and dealt with in accordance with the company's disciplinary procedures.

Responsibilities for maintaining the company's Health and Safety Policy, and specific arrangements for health and safety management are set out in the Health and Safety Codes and Practices Manual and comply with statutory obligations under the Health and Safety at Work Act (1974) and associated Regulations where applicable.

As an essential part of the company's integrated management system, this Policy will be reviewed on a regular basis to ensure that it continues to demonstrate effective health and safety management practice.

The above Statement of Safety Policy expresses our company's commitment towards Health and Safety at work.

This statement has been approved by the organisation's board of directors, who will review and update it annually.



Paul Birdsall
Managing Director, Birdsall Group Ltd
Date: 2nd January 2025

2.0 ORGANISATION AND RESPONSIBILITIES

2.1 Overall Responsibility for Health & Safety & Environmental

The Director has overall and final responsibility for health and safety.

2.2 The following persons are responsible for Health & Safety & Environmental as shown:

Business Development	Managing Director	P. Birdsall
Maintenance Operations	Operations Director	M. Clarke
Human Resources	HR Director	L. Culliton
H&S Compliance	H&S Compliance Manager	C. Hughes
Satellite Office	Romford	D. Upton
Accounts	Finance Director	K. Chambers
HVAC Services	Service Manager	C. Eaton
Building Services	Building Services Director	D. Upton
Energy Project Services	Senior Projects Manager	P. Reed
Energy Services	Senior Operations Manager	R. Lynch

2.3 Responsibilities of Employees

All employees have a responsibility to:

- Co-operate with the management to achieve a healthy and safe workplace
- Work with care and attention to protect their own safety and that of others
- Comply with the company's Health and Safety Policy
- Comply with health and safety arrangements and procedures
- Advise management of identified risks to health and safety, including defects in materials, plant and equipment and the working environment as necessary
- Use and maintain personal protective equipment as provided for their safety
- Heed warning signs provided for their protection
- Co-operate with accident reporting and investigation procedures
- Complying with customer site-specific health and safety procedures
- Undertake the company's online Health & Safety training modules

2.4 Legal responsibility

Refer to the register of legislation found in the Business Management System (BMS) file.

3.0 GENERAL ARRANGEMENTS

Responsibilities for General Arrangements are:

- Publication and Review of Health and Safety & Environment Policy – C. Hughes
- Publication and review of Safety Codes and Practices Manual – C. Hughes
- Publication and review of Employees Handbook - L. Culliton
- Employers' Liability (Compulsory Insurance) Act - K. Chambers
- Display of Health and Safety Law posters - C. Hughes
- Display of Safety Signs - C. Hughes
- Safety information displayed on Noticeboards - C. Hughes
- Accident Reporting and Investigation – C. Hughes / Managers / Team Leaders
- Risk Assessment – Administrators / Managers / Team Leaders
- Building Maintenance - L. Culliton
- Outside environment, roadways etc - L. Culliton
- Plant and Equipment Maintenance - M. Noyes / Managers & Team Leaders
- Inspection of Portable Electrical Equipment – S. Goddard
- Transport and Vehicles - L. Culliton
- Lighting, Heating and Cleanliness - L. Culliton
- Training and Information - L. Culliton
- First Aid Provision - L. Culliton / C. Hughes

3.1 MANAGING DIRECTOR

- Has overall responsibility and is accountable for Health and Safety throughout the organisation
- Ensures that an effective Health and Safety Policy is established and periodically reviewed and revised as necessary and brought to the notice of all employees.
- Ensures that Duties and Responsibilities are properly delegated to competent persons in the organisation.
- Ensures that Adequate Resources are made available to meet H&S Requirements
- Ensures that Safe Working Practices are instigated at all sites and that Health and Safety Performance is monitored.

3.2 OPERATIONS DIRECTOR

- Ensures that H&S duties are properly delegated and accepted by those concerned.
- Ensures that appropriate information, instruction and training in Health and Safety, including induction training, is given to all employees.
- Instigates Disciplinary Action against any employee who fails to comply with the Company's Policies and Instructions and thereby endangers their own or other people's health and safety.

3.2.1 COMPLIANCE MANAGER

- Maintains appropriate Records of Risk Assessments, Employee Training, Accidents and Incidents and Investigations.
- Collates and analyses statistics relating to health and safety performance and reports these and details of developments and improvement actions to the Executive Operating Committee.
- Reports notifiable Injuries and Dangerous Occurrences to the RIDDOR Incident Contact Centre.

3.3 MANAGERS

- Ensure that all employees in their charge are adequately supervised and are given adequate information about the Working Methods to be used and the Hazards and Risks associated with the work.
- Ensures that Risk Assessments are undertaken at all sites and for all activities and that the findings from risk assessments are acted on as necessary.
- Ensure that all plant and equipment for which they are responsible is in good working order, properly maintained (including calibration & PAT testing of relevant equipment), safe to use and that applicable safety devices are fitted and working.
- Ensure that designated Personal Protective Equipment is available and is being worn by the relevant employees.
- Carry out Risk Assessments of work activities and operations and report on the findings.
- Ensure that all employees in their charge undertake the company's online training modules
- Ensure that the relevant employees carry out "Dynamic Risk Assessments"

3.4 ALL EMPLOYEES

- Are required to take reasonable care for their own Health and Safety and to familiarise themselves with the H&S arrangements that apply to them and their work functions.
- Take care of their own health and safety and that of people who may be affected by what they do (or do not do)
- Co-operate with others on health and safety, and not interfere with, or misuse, anything provided for their health, safety or welfare.
- Follow the training they have received when using any work items your employer has given you.
- Must co-operate with employers and co-workers to help everyone meet their legal requirements
- Undertake the Company's online Health & Safety training modules

4.0 FIRE PREVENTION AND CONTROL

4.1 Responsibilities for Fire Prevention and Control are:

Provision and maintenance of escape routes C. Hughes

Provision and display of warning signs C. Hughes

Provision and maintenance of extinguishers and fire alarm system:

Hemel Hempstead	S. Goddard
Romford	L. Matthews
Holborn Hub	D. Upton

Confirmation of emergency procedures C. Hughes

4.2 In Case of Fire:

(a) Hemel Hempstead & Romford

- | | | |
|----|-----------------------------|---|
| 1. | Person discovering the fire | Raise the alarm and evacuate the building |
| 2. | Employees | Close all doors and windows
Switch off electrical equipment
Follow signs
Report to Assembly Point
Do not stop to collect personal possessions
Do not re-enter building until advised |
| 3. | Fire Wardens | Contact Fire Brigade
Supervise evacuation and fire control
Ensure all personnel are accounted for |
| 4. | Fire Wardens | Fight fire if safe to do so |
| 5. | Fire Wardens | Authorise re-occupation building when safe to do so |

(b) On Site

1. Read and observe fire precautions advised by customer or contractor.
2. Confirm locations of fire alarms, fire escapes and escape routes.
3. Before using welding or gas equipment ensure that the work area is clear and safe, there are no naked lights and no one smoking nearby.
4. Obey 'NO SMOKING' signs.

4.3 General Fire Precautions (All personnel)

- Confirm locations of fire alarms, fire escapes and escape routes
- Confirm locations of fire extinguishers and hose reels
- Observe 'NO SMOKING' signs
- Dispose of flammable materials safely

- Keep flammable materials away from naked flames
- Switch off electrical equipment when not in use
- Do not obstruct escape routes or firefighting equipment
- Report damage to electrical equipment to Line Manager

4.4 Fire Risk Assessment

It is the responsibility of the competent person to carry out and record Fire Risk Assessments in accordance with the Fire Precautions

Risk Assessments will be conducted in accordance with Fire & Rescue Service recommendations and recorded in an approved format to include:

- Identification of fire hazards
- Building and environmental hazards in respect to fire spread
- Fire detection and alarm procedures
- Provision and serviceability of firefighting equipment
- Emergency and evacuation procedures
- Provision and accessibility of escape routes and emergency exits
- Provision of training & information

Fire Risk Assessments will be subject to monitoring and periodic review.

5.0 ELECTRICITY AT WORK

5.1 General Arrangements

1. Work on electrical systems should be carried out only after the system has been made '**dead**' (Isolation from power supply, locked-off and clearly marked as such). All electrical isolations should be carried out in accordance with the Birdsall Safe Isolation Policy & Procedure.
2. Work to be carried-out on '**live**' systems should only be considered when:
 - (a) It is not possible for work to be carried-out unless the conductor is '**live**'
 - (b) It is not possible for the work to be carried out away from the '**live**' conductor
3. All necessary protective measures to be taken when working on electrical equipment (e.g. Circuit Breakers, RCBO's, Lock-Off devices, Earthing, ELB or Fuses)
4. Re-chargeable power tools or 110v power supply to be used where practical.
5. An Earth Leakage Breaker (ELB) must be used when using power tools outside from 230V/240V supply.
6. All electrical equipment to be fused at the correct rating and fitted with good quality, undamaged plugs and connectors.
7. Trailing cables to be raised clear of the ground or protected to prevent damage from traffic, water etc.
8. Service Engineers are required to regularly inspect cables and extension leads for damage.
Repairs to electrical cables must be with appropriate connectors -
NB: No taped joints are permitted
9. It is the responsibility of the Managers / Supervisor, Installation and Service Engineers to ensure that power tools are only used for the appropriate purpose and operated by trained or experienced employees.

5.2 Electrical Live Testing

Managers

1. Ensures that live testing is avoided where possible.
2. Ensures that live testing is only carried out by a qualified or experienced tradesman.
3. Ensures that requirements for live testing are clearly identified in Method Statements together with detailed Risk Assessment.

Engineers

1. Ensures that only insulated, calibrated equipment is used when carrying out live testing.
2. Ensures that rubber matting is used when carrying out live testing.
3. Ensures that areas where live testing is to be carried out are cordoned off from other trades, members of the public etc and warning signs displayed.

5.3 Maintenance of Mains Electrical Equipment

Managers

Ensures that mains electrical equipment is inspected and tested in accordance with BS 7671 every five years.

5.4 Maintenance of Portable Electrical Equipment

Engineers

Visually inspects portable, electrical equipment for physical damage prior to use.

Managers

Ensures that portable electrical equipment is inspected and tested by a competent engineer annually, or as determined by the Managers / Supervisors. The Electrical Equipment (safety) Regulations 2016 also apply when goods are supplied as part of a hire agreement or sold as second-hand. They also apply to any person who supplies electrical equipment in the course of business, thus including the safety of any electrical equipment that is supplied as part of furnished accommodation. In this case, it is treated as hired/leased equipment.

5.5 Frequency of Testing

- Office Equipment, Desktop computers – up to 4 years or dependent on environment, to be determined by test engineer
- Photocopiers – up to 5 years
- Electrical kettles, microwave oven – 1 to 2 years
- Cable extensions, charging equipment – up to 5 years
- Battery operated, low voltage - no required.

5.6 In Case of Electric Shock:

1. **DO NOT TOUCH CASUALTY. SUMMON ASSISTANCE.**
2. **TURN OFF POWER OR UNPLUG EQUIPMENT (if safe to do so)**
 (If power cannot be turned off, pull or push casualty clear of source using insulated material (e.g. Wood, rubber, rope))
3. **IF NOT WEARING THICK RUBBER-SOLED SHOES/BOOTS, STAND ON WOOD OR RUBBER TO PREVENT ELECTRIC SHOCK**
4. **Perform primary survey**
5. **Call 999**

General requirements for working on Electrical Live Testing

1. Live testing should be avoided wherever possible, should testing / works be carried out, it shall only be done by a qualified and experienced tradesman.
2. Refer to electrical lock off procedures when required.
3. Only use Insulated calibrated equipment. That complies with GS38.
4. Rubber matting to be used where required.
5. Warning / Hazard notices to be displayed, and area cordoned off as applicable to site conditions.
6. Further considerations to be addressed on the method statement & risk assessment.

6.0 USE OF POWER TOOLS

6.1 Responsibility for the provision and maintenance of power tools

It is the responsibility of the Managers / Supervisors to ensure that:

1. All equipment used is suitable for the intended purpose.
2. All equipment is regularly examined and maintained by competent persons.
3. Employees are provided with instruction and training in the use of equipment.
4. Equipment provided complies with EC Product Safety Directives where appropriate.
5. Test equipment subject to calibration is tagged confirming calibration status.
6. Fixed and portable equipment is provided with suitable guarding when required.
7. Work areas are suitably and sufficiently lit taking into account the type of work being undertaken.
8. Specific hazards are identified by appropriate warning signs.
9. Controls and Emergency Stops are clearly marked and easily reached.

6.2 Managers

1. Maintains list of machinery and equipment in area of control.
2. Ensures that all equipment is maintained in accordance with procedures.
3. Carries-out and records periodic routine inspection and maintenance on all portable electrical equipment.
4. Withdraws defective equipment from use until repaired or replaced.
5. Ensures that machinery guarding is provided and used where appropriate.
6. Ensures that Service Engineers are provided with and use personal protective equipment where appropriate.
7. Ensures that only suitably qualified or experienced operators use power tools and equipment.
8. Maintains good housekeeping standards to ensure that work areas are free of obstructions.

6.3 Engineers must:

1. Be qualified or experienced in the use of the equipment in question.
2. Be familiar with the position and operation of all controls, guards etc.
3. Ensure that guards are properly positioned and used at all times.
4. Only use a piece of equipment for its intended purpose.
5. Notify Manager of defective or damaged equipment.
6. Use appropriate personal protective equipment where supplied.
7. Maintain work area clean, tidy and free from obstructions.

7.0 WORKING AT HEIGHT

7.1 Risk Assessment

It is the responsibility of the Managers / Supervisors to ensure that Risk Assessments are carried out for working at height to include:

1. Avoid work at height where practical.
2. All work at height to be planned and organised.
3. Determination of appropriate means of access taking into account the nature and duration of the task.
4. Use work equipment or other measures to prevent falls where work at height cannot be avoided.
5. Where the risk of a fall cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of a fall.
6. Provision of adequate resources for lifting heavy or awkward weights.
7. Provision of guardrails and toe boards for access towers and mobile elevated work platforms and that suitable rescue plans are put in place
8. Provision of safety harnesses for operator protection as required.
9. Provision of adequate lighting.
10. Provision of PPE (hard hats, gloves, and safety footwear).
11. Provision of information and training in the use of access/handling equipment & PPE
12. Provision & selection of competent engineers: i.e. IPAF trained engineers for use mobile access towers, PASMA trained engineers for use of powered access equipment, Working at height training, ladder training.
13. Periodic inspection of access/handling equipment, harnesses, and PPE.

7.2 Engineers

It is the responsibility of Engineers when working at height to:

1. Establish a safe means of access.
2. Verify ground conditions when using ladders and access towers.
3. Use appropriate access and handling equipment.
4. Examine ladders and access equipment prior to use.
5. Secure ladders at top and base.
6. Position ladders to maintain 1:4 rule (1 rung out for every 4 up).
7. Ladders to extend 1m above landing point where practical.
8. Avoid over-reaching and carrying heavy/awkward loads when using ladders.
9. Access towers and work platforms to be used when practical.
10. Toe Boards and guardrails to be fitted to access towers.
11. Access towers to be fitted with outriggers when 1:3 ratio (Base to Height) is exceeded.
12. Access towers not to be moved when carrying personnel or equipment.
13. Access towers castors to be locked when in situ.
14. Exclude unauthorised persons from area when working at height.
15. Use safe method of carrying tools.
16. Ensure adequate overhead clearance when working at height.
17. Use safety harnesses when working in awkward or inaccessible positions.
18. Use mechanical handling where appropriate.
19. Wear appropriate PPE as recommended by Manager.
20. Ensure that RAMS have been read, followed and dynamic risk assessments are carried out

8.0 SOLVENTS AND CHEMICALS COSHH

8.1 Provision of Information

It is the responsibility of the Manager / Supervisors to ensure that Safety

Data Sheets are provided to all engineers handling and using substances, solvents and chemicals that are potentially hazardous to health.

Responsibilities include confirmation of safe working methods, the provision of personal protective equipment where required and confirmation of First Aid treatment in the event of exposure or contamination.

Communication to all employees of the location of where all safety data sheets and COSHH Risk Assessments are stored

8.2 Risk Assessment

A list of substances, chemicals, and solvents subject to the COSHH Regulations are maintained by the Compliance Manager.

For each of the substances identified, the Compliance Manager & Managers carries-out and records a Risk Assessment to confirm:

1. The substance, chemical or solvent.
2. The appropriate use.
3. Engineers qualified to use the substance.
4. The safe working method.
5. Appropriate control measures.
6. Requirements for the use of personal protective equipment.
7. First Aid treatment to be provided in the event of exposure leading to injury.

8.3 Substances subject to the Control of Substances Hazardous to Health

All substances are controlled via COSHH assessments and associated manufactures data sheets.

9.0 WORKING WITH PRESSURISED GASES

9.1 Pressurised Gases in use

Oxygen Acetylene Nitrogen Ammonia Refrigerants Aerosols for Painting/Cleaning/
 Lubricating/Hot Working

9.2 Managers / Supervisors

1. Provides secure external storage for flammable and explosive gases (Oxygen, Acetylene, Ammonia).
2. Provides secure internal storage for other gases (Nitrogen, Refrigerants).
3. Ensures that all gas cylinders are stored in upright position with valves uppermost.
4. Confirms appropriate hoses, clamps, couples and regulators for the gas and appliance being used.
5. Ensures that cylinders are fitted with effective non-return valves and flame arresters where appropriate.
6. Display warning signs on premises and company vehicles where appropriate.
7. Provides information and training to engineers in the use of pressurised and flammable gases.
8. Ensures that only trained or experienced engineers handle, use or transport pressurised gases.
9. Carries-out and records Risk Assessments for the use of pressurised and flammable gases where there is a risk of personal injury.
10. Provides appropriate PPE as indicated by Risk Assessment.
11. Obtains Hot Working Permits as required when working on client premises
12. Provides company vehicles with appropriate fire extinguishers and ensures they are subject to periodic inspection and service.

9.3 Engineers

1. Maintains appropriate handling, storage and transportation procedures as confirmed by the manager.
2. Ensures that pressurised and flammable gases are only used for their designated purpose.
3. Avoids use of pressurised gases in poorly ventilated areas.
4. Handles and protects hoses, cylinders and coupling to prevent accidental damage.
5. Turns off cylinder valves at the end of each operation or shift.
6. Place cylinders away from sources of ignition and in a well-ventilated place.
7. Ensures availability and serviceability of fire extinguishers when transporting and using flammable gases.
8. Ensures that protective screening is available for oxy-acetylene welding.
9. Wears appropriate PPE as instructed by the Manager.
10. When working with ammonia ensures that a respirator is available in the event of ammonia leak. The engineers have been advised by discussion and within this document that only transportation to site and from site is acceptable in non-compartmentalised and ventilated vehicles as recommended by the Health and Safety Executive.

10.0 MANUAL & MECHANICAL HANDLING

10.1 Manual Handling Assessment

It is the responsibility of the Managers / Supervisors to assess manual handling operations in order to reduce the risk of injury by:

1. Avoiding hazardous tasks (as far as reasonably practical).
2. Assessing those tasks that cannot be avoided taking into account:
 - a) The task
 - b) The load
 - c) The working environment
 - d) Individual capability
3. Reducing risk of injury (as far as reasonably practical) by mechanical handling.
4. Providing information and training to employees required to carry-out manual handling operations.
5. Providing manual/mechanical handling equipment appropriate to the load.
6. Providing personal protective equipment where an injury resulting from manual handling can be reasonably foreseen.
7. Ensuring that handling equipment is only used by competent employees.

10.2 Engineers Responsibilities

Engineers are required to make full and proper use of any system of work recommended by the company to reduce manual handling risks, and to use the appropriate personal protective equipment when provided.

Employees are required to advise the Manager / Supervisor of any significant manual handling hazards not already under control.

10.3 Inspections and Reports

Where appropriate, it is the responsibility of the Manager / Supervisor to ensure that mandatory inspections of hoists, scaffolds, working platforms and suspension equipment have been carried-out by competent persons, and that inspection records are maintained for the required periods.

11.0 PLANT AND EQUIPMENT MAINTENANCE

11.1 Responsibility for Plant and Equipment Maintenance

It is the responsibility of the Managers / Supervisors to ensure that plant and equipment maintenance procedures are established and maintained for installation and maintenance activities, including the retention of appropriate records.

11.2 Maintenance procedures

1. The Manager / Supervisor establishes maintenance procedures for all equipment and nominates either sub-contract or in-house maintenance personnel as appropriate.
2. Ensures that mandatory inspections of hoists, scaffolds, working platforms and suspension equipment are carried-out by competent persons, and that inspection records are maintained for the required periods.
3. Managers/Engineers:
 - a) Maintains list of equipment in area of control.
 - b) Ensures that all equipment is maintained in accordance with Procedures.
 - c) Carries-out and records periodic routine inspection and maintenance on all portable electrical equipment, where appropriate.
 - d) Withdraws defective equipment from use until repaired or replaced.
 - e) Ensures that machinery guarding is provided and used where appropriate.
 - f) Ensures that operators are provided with and use personal protective equipment where appropriate.
 - g) Ensures that only suitably qualified or experienced operators use power tools and equipment.
 - h) Maintains good housekeeping standards to ensure that work areas are free of obstructions.

11.3 Abrasive Wheels

It is the responsibility of the Managers to ensure that only suitably trained personnel operate, change and maintain abrasive wheels.

12.0 NOISE

12.1 Company Policy

It is the responsibility of the Managers / Supervisors to reduce the level of noise as far as is practical.

First Action Level = 80 dB(A)

1. Carryout Noise Assessments.
2. Provide information & training to engineers.
3. Confirm steps to be taken to minimise risk.
4. Provide hearing protection on request.

Second Action Level = 85dB(A)

As for First Action Level plus –

5. Reduce noise levels by noise control techniques.
6. Mark hearing protection zones with warning signs.
7. Ensure hearing protection is supplied & worn as standard.

12.2 General Responsibilities

It is the responsibility of the Manager / Supervisor to:

1. Select plant and equipment that has acceptable noise levels.
2. Ensure that plant and equipment is regularly maintained to prevent a progressive increase in noise levels.
3. Segregate or insulate noisy equipment where practical.
4. Identify operations subject to noise and carryout risk assessment.
5. Provide hearing protection to all employees where there is a significant risk of hearing loss or damage.
6. Ensure that warning signs are displayed in areas of risk attributable to noise.
7. Arrange work to reduce noise levels where practical.
8. Ensure that equipment is maintained to reduce noise levels.
9. Ensure that tools and equipment are only used for the appropriate purpose.

It is the responsibility of engineers to:

1. Co-operate fully with procedures and controls introduced to prevent injury as a result of exposure to noise.
2. Use any noise control equipment provided by the company.
3. Request & wear hearing protection at First Action Level (80 dBA) if required.
4. Wear Hearing Protection as standard at Second Action Level (85 dBA) and above.
5. Report any defects in plant, equipment or Hearing Protection that increases the risk from noise.
6. Advise Managers of significant risks attributable to noise.

13.0 PERSONAL PROTECTIVE EQUIPMENT

13.1 General Responsibilities

It is the responsibility of the Directors / Managers to ensure that personal protective equipment is used to provide added protection to employees, and that safe systems of work are implemented at all times.

Is responsible for:

1. Providing PPE as required without charge to the employees.
2. Ensuring that PPE is suitable for employee protection and of reasonable quality.
3. Ensuring that PPE complies with European Product Directives (CE Marking) where appropriate.
4. Providing training and instruction on the use of PPE
5. Ensuring that PPE is adequately stored and maintained.
6. Displaying warning signs requiring the use of PPE where required.

13.2 PPE Issue and Use

It is the responsibility of the Manager/Logistics Manager to supervise the issue and use of PPE to Engineers where appropriate, including:

- Company work wear (shirts, trousers)
- Ear defenders/Ear plugs
- Protective glasses/goggles
- Protective footwear
- Protective gloves
- Hard Hats
- Hi Viz Vests

13.3 Engineers' Responsibilities

It is the responsibility of all engineers to make proper use of PPE and to report loss or damage to the Managers.

14.0 SAFETY IN COMPANY VEHICLES

Policy Statement

As a conscientious employer whose work often involves travelling, Birdsall is committed to reducing the risk of work-related road traffic crashes and collisions.

We understand that the following legislation applies to us:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Road Traffic Acts supported by the Highway Code
- UK Domestic Drivers' Hours Rules
- Tachograph Regulations
- The Road Transport (Working Times) Regulations 2005
- The Road Vehicles (Construction and Use) Regulations 1996
- Corporate Manslaughter and Corporate Homicide Act 2007

This Driving Policy applies to all employees and Directors who drive in connection with Company employment whether it is in their own vehicle, a fleet vehicle or a vehicle hired by the Company.

This Policy will be given to all employees who drive on Company business.

The purpose of this Policy is to set out how the Company will ensure that all those who drive on Company business are acting in line with both the Health and Safety Law and Road Traffic Legislation.

This Driving Policy will be reviewed / updated as needed annually, and any changes made known to all driving staff.

All staff who drive on Company business whether they use a company vehicle or their own, will be required to produce their Driving Licence every six months, or on request, to prove continued entitlement to drive the class of vehicles they are required to use. All drivers will be deemed to have consented to permit their employer to contact the DVLA to check for any endorsements every six months or if unsafe driving practices are suspected.

Failure to produce the driving licence when requested may result in disciplinary action being taken.

Employees are required to inform their line manager of any Road Traffic Accidents (RTA) involving Company vehicles as soon as it is safe to do so, whether any damage is sustained to the Company vehicle. All staff are required to follow the procedures set out in sub-clause 9.6.

All employees must inform their line manager of any driving penalties either received or pending within 5 working days of notification.

Licence

You are required to have a full and valid UK driving licence, a European Community equivalent, or an international driving licence appropriate for the class of company vehicle you will drive. The Company requires all employees to produce upon request their original valid driving licence prior to use of a company vehicle or at any subsequent point during their employment. When requested to do so you are also required to take the necessary steps to enable the Company to obtain evidence of your driving record. Please contact your Manager if you require further information regarding this.

Loss of your driving licence may result in the termination of your employment if your ability to drive on highways is a substantial part of your job.

Vulnerable Road Users

All vehicles have blind spots, and it is vital you understand yours and how to minimise the risks they pose. Failing to see people and things in your blind spots can lead to costly damage or, worse, death or serious injury, and potentially losing your job, licence or being prosecuted.

You have a responsibility to look out for other road users, particularly pedestrians, cyclists, horse riders and motorcyclists, who are more vulnerable, and especially children, who can act unpredictably and may not understand how a vehicle will manoeuvre.

People on foot, bicycle, or motorbike account for half (50%) of all road deaths worldwide.

Before setting off

Familiarise yourself with your blind spots, especially in vehicles you are new to. Think about what manoeuvres might be affected by blind spots and how you could avoid these or reduce the risk.

Some vehicles may have extra devices such as wide-angle mirrors, under-run guards and reversing alarms fitted to comply with regulations and make them safer. Know what devices are fitted to your vehicle and how to use them. Let your manager know if you have not received training on this. However, do not rely on these devices. You also need to avoid risky manoeuvres; drive and manoeuvre slowly and cautiously and stay alert.

Manoeuvre safely

The biggest danger to vulnerable road users caused by blind spots is when you are manoeuvring, such as changing lanes, reversing, or turning. Three-quarters of cyclist crashes in Britain are at or near junctions.

When changing lanes or reversing, proceed carefully, checking all around and using mirrors and other safety devices that are fitted to the vehicle.

It is up to you to check that the space around your vehicle is clear, before and during any manoeuvres. But you should also tell your manager if the design of a site is making manoeuvring difficult, or your route is causing unnecessary risky manoeuvring, or you feel you need extra training.

What you can do

- limit high-risk manoeuvres, such as changing lanes or reversing whenever possible.
- check around carefully before and during a manoeuvre.
- check twice and look longer for other road users at junctions.
- keep windows and mirrors clean and clear.
- use a banksman if provided.
- tell your manager if you think you need further training, or if a site's layout or your routing is making manoeuvring risky or causing you to make risky manoeuvres.

Type of use

Company vehicles are to be used for the Company's business purposes only. Express permission must be obtained before a company vehicle is used for personal use. Speak to your manager if you are unsure about this.

Use for the carriage of passengers for hire or reward is expressly forbidden and will be regarded by the Company as constituting gross misconduct.

Physically and mentally fit

Whenever you drive a company vehicle you must have disclosed to your employer any medical physical or mental conditions that would impair your ability to drive the vehicle in a safe and secure manner.

Smoking/Electronic Cigarettes

It is not permitted to smoke or use electronic cigarettes in company vehicles at any time.

Fuel and mileage

You will receive a company credit card/company fuel card for fuel used by you when driving your company vehicle on company business. Use of this card for any other reason without authorisation from your manager will be grounds for disciplinary action and may result in your dismissal.

Road fund licence

The road fund licence for each vehicle will be renewed by the Company when required. If you have any questions regarding a vehicle's road fund licence, please contact your Manager.

Use outside the United Kingdom

No company vehicle may be taken out of the United Kingdom without written permission from your manager.

Vehicle security

At all times when leaving the vehicle unattended you must ensure that all windows are closed, the ignition key removed, and the vehicle securely locked.

Lost or stolen articles

The Company accepts no responsibility for any personal articles carried in the company vehicle.

Seat belts

You and any front or rear seat passengers are always required by law to wear seat belts where they are provided. Fines imposed for not wearing them will be your responsibility.

Parking Tickets/Fines

If parking tickets are given to any Company vehicles whether they are being used for Company business, the driver/keeper of the vehicle is to ensure that the office is informed as soon as reasonably practicable. Failure to do so may result in the employee being held liable for extra costs over and above the original fine.

Congestion Charge

The congestion charge is automatically paid for on your vehicle. The only exception is if you are in a hire vehicle you WILL need to pay for the Congestion Charge and claim back on your expenses.

Dartford Tunnel or any other Tunnels

These are not automatic, and you will need to pay for these as and when you use them. Please claim the monies back through your expenses against the case number of the job you were attending.

Rotherhithe Tunnel

As you are driving a Commercial Van you are NOT permitted to use the Rotherhithe Tunnel at any time. If you do use this Tunnel there is an automatic fine of £90 which will be passed to you to pay.

Drink and Drugs including Medicines

The Company operates a zero-tolerance drink and drug driving policy.

All drivers must report any pending prosecutions and/or cautions immediately, regardless of whose vehicle they were driving at the time. Failure to do so will result in disciplinary action.

Any driver prosecuted for such offences will be subject to the disciplinary procedure which may result in dismissal.

All employees are encouraged to report concerns about colleagues with regards to drink or drugs as soon as possible. This can be done anonymously if necessary.

Any driver who believes that they may be over the drink drive limit must inform their line manager. They must not drive. They may be given alternative duties if available or be required to take annual leave. Should this become a regular occurrence, disciplinary action may take place.

Any driver found to be affected by illegal drug use will face disciplinary procedures as well as prosecution by the Police.

Any driver taking prescription or over the counter medicines must ensure that they are still fit to drive. Many prescription/over the counter medicines can have a serious effect on the ability to concentrate and can contribute to accidents. Such medication may include cold remedies, some cough medicines, pain relief – especially those including opiates, and antidepressants which may cause muscle spasms.

Any driver whose abilities are found to be impaired through drugs, whether legal or illegal, may be prosecuted.

Any driver who may be unfit to drive must inform their line manager immediately. They must not drive.

Drivers' Responsibilities

All drivers are legally responsible for the roadworthiness of their vehicles. If the tyres are bald or the lights do not work etc. it is the driver who will receive penalty points and fines.

Drivers of Company vehicles are required to carry out basic maintenance on their vehicles, such as ensuring oil and coolant levels, tyre pressures etc. are all correct.

Any defects identified must be reported to the Company immediately. The Compliance Manager will ensure the fault is recorded. The employee must complete a vehicle defect form as soon as the defect is found. The completed form must be handed to the Compliance Manager as soon as possible.

Verbal reporting of a defect without completing a defect form is not acceptable.

All reported defects will be dealt with promptly. The Company will not permit un-roadworthy vehicles to be used.

USE BY OTHER DRIVERS

Sole use by employee

If the company vehicle has been provided solely for your use, it is your responsibility to see that the vehicle is not driven by anyone else. If in doubt, you must seek clarification from your manager.

Use by another driver

If you have received authority for someone else to drive the company vehicle, you should use your best endeavours to ensure that he/she observes the policies and rules set out in this section and complies with licencing procedures as set out at the beginning of this chapter.

Grey Fleet

Any employees driving their own vehicle on behalf of the Company will be required to present their insurance certificate and MOT certificate (if applicable) on an annual basis. The employee must ensure that their vehicle is insured for business use. The employee must only travel to the site or to an office then back home, no other stops are permitted.

Any employee driving their own vehicle must ensure that it is kept in a safe and roadworthy condition at all times. The management accept that employees may be without their vehicle when repairs are necessary to keep the vehicle in a safe and roadworthy condition. However, employees must give as much notice as possible so that alternative arrangements can be made.

Safety of our employees here at Birdsall is our first concern. For those employees that use their personal vehicles for business use we have implemented the following policy.

Employees must provide proof of the following on their Induction to the business:

- Valid UK Drivers Licence
- Valid Insurance Certificate showing liability coverage which includes cover for business use
- Valid MOT Certificate
- Proof of Valid Tax

This information will be presented at New Employee Orientation and subsequently within 30 days of renewal of any of these documents.

It is understood that:

- Drivers shall obey all applicable traffic and parking regulations, ordinances, and laws, including the use of seat belts.
- Accident deductibles, parking tickets, speeding fines, etc. incurred by staff while using a personal vehicle for Birdsall business are the personal responsibility for payment of such fines.
- Birdsall are not responsible for any physical damage to an employee's vehicle.
- The employee bears the expense of any personal auto policy deductibles.
- An accident/incident report must be filed out via our electronic form system Bantham Technologies, should any accident/incident occur while using a personal vehicle for Birdsall Business.
- Submit a monthly vehicle check sheet via our electronic form system Bantham Technologies.

- The driver shall not talk on their mobile phone, text message or operate any electronic equipment while driving the vehicle. If the driver receives a call or needs to make a business call, they shall park the car in a safe location to receive or make a mobile phone call.
- We will pay a rate per mile in line with government guidance to cover fuel and wear and tear costs on your vehicle, you will need to submit a mileage form each month to be reimbursed for this.

Mobile Phones

Mobile phones, sat nav's and tablets are seen as an essential means of work communication. However, it is illegal to use a handheld mobile phone while in control of a vehicle, whether it is mobile or stationary i.e. in traffic. If caught, you can get an automatic fixed penalty notice which you could get 6 penalty points on your licence and a fine of £200.

Your case could also go to court, and you could be disqualified from driving and get a maximum fine of £1,000.

All drivers/vehicles will be provided with hands-free kits; however, a mobile phone should only be used when it is necessary. You are permitted to use hands-free phones and sat navigation when you are driving, but if the police think you are distracted and not in control of your vehicle you could still get stopped and penalised. If you are involved in an accident and there is a possibility that you were not concentrating due to phone use, for example, you may also be charged with 'driving without due care and attention', or worse.

Whenever possible, mobile phones should be switched off while driving and a message facility used. Messages should only be picked up and responded to when it is safe to do so.

Drivers must not dial out or send or read texts while in motion. (This includes hands free kits.) They should find a safe place to stop before making any calls.

Where there is a passenger or 'drivers mate' in the vehicle they should be responsible for all communication however, all driver distractions must be kept to an absolute minimum.

Drivers must report faulty hands-free sets immediately. These will then be repaired or replaced as soon as possible. Drivers will not be permitted or encouraged to use a handheld mobile phone while they have no hands-free kit.

Any driver failing to adhere to the mobile phone policy will be subject to disciplinary proceedings.

Satellite Navigation Systems

Satellite Navigation Systems can be a useful tool for drivers; however, they can also be a dangerous distraction.

All destinations should be entered while the vehicle is stationary in a safe place. All drivers should stop if it is necessary to take their eyes off the road to check routes.

They should be positioned so as not to impair vision. They should not be positioned where they are likely to cause injuries in the event of a collision.

All vehicle distractions should be kept to a minimum and it is the responsibility of the driver to ensure that they are not likely to be distracted.

Journey Planning

The management will ensure that appointments are scheduled to a realistic timetable and are planned to consider the essential need for adequate rest periods. Any employee who feels that

their timetables/schedules are unrealistic, and they need to take risks or break speed limits to complete them must voice their concerns with their line manager as soon as possible.

The management will monitor weather conditions and will reschedule deliveries and/ or appointments etc. if conditions become too dangerous for the drivers.

Drivers must ensure that their personal lives do not cause them to come to work tired. Driver fatigue is a well-known cause of accidents.

CONDITION OF VEHICLE

Cleanliness

The company image is important and is reflected through you and through any company property including company vehicles. It is therefore your responsibility, where a company vehicle has been entrusted to you, to keep its exterior and interior clean, ensuring all rubbish and waste is removed from the vehicle daily.

Random checks

We reserve the right to conduct random checks to ensure that these policies are being observed and to repossess the vehicle if they are not.

No fixtures or alterations

No fixtures such as aerials, roof racks, additional storage racking< towing apparatus, stickers or similar may be attached to company vehicles without prior written permission.

Before returning the vehicle to the Company, it should be restored to the condition it was in when first received by you, subject to normal wear and tear.

No change or alteration may be made to the mechanical or structural specification of any company vehicle.

Vehicle Maintenance

All drivers are required to carry out basic maintenance on the vehicle for which they are responsible. They should check oil, water, tyre pressures and windscreen washer fluid weekly and carry out a full vehicle inspection checklist monthly

In winter months, drivers are reminded that they must have a clear windscreen before setting off. Peering through a small section while the screen de-mists is not acceptable. Ensure that all your windows are clear/free of ice/snow etc. before moving off.

The management will ensure that all vehicles used on behalf of the Company are regularly inspected and strictly maintained using at least the manufacturer's recommended service schedules (and if applicable, in accordance with Operator licence requirements).

Fleet policy

All company vehicles are covered by a fleet insurance policy and the terms of this policy must be strictly observed. For security reasons, the Company keeps certificates of insurance.

Securing vehicles and contents

All company vehicles should be kept locked when not in use, and all contents should be stored out of sight, preferably in the boot. Additionally, you should ensure that any company vehicle is parked in well-lit areas in clear public view.

If a vehicle is stolen, the Company is required to satisfy the insurance company that there has been no negligence. If you have not observed this policy, we will hold you responsible for any resulting loss that would not have been covered by the insurance.

Reporting loss

In cases of loss, whether of the vehicle and/or its fittings or contents, you must inform the Company immediately. Full details of the contents of the vehicle must be itemised and given to the Company.

Emergency Procedures

Breakdown

- If possible, avoid stopping in dangerous places such as roundabouts and corners
- Switch on your hazard lights
- If it is safe to do so, drop your speed, continue driving and try to pull off the road completely, or onto a straight section of road
- If you must stop on a road, display your emergency triangle at least 45 metres behind your vehicle (do not do this on a motorway)
- Do not attempt to fix your vehicle yourself by the roadside. Call your employer's designated breakdown service. Refer to the company's fleet maintenance procedure
- Switch off your engine and wait in a safe place, away from traffic

Calling for Help

- If required on motorways, blue and white marker posts show the direction of the nearest phone. The phones connect directly to the police control centre and are numbered so that you can be easily located. If using your mobile phone, refer to the blue rectangular Driver Location Signs, which detail the road number (e.g. M1), direction of travel and precise location.

Motorway Breakdown Procedures

If your vehicle develops a problem on the motorway:

- Leave at the next exit if possible and stop at the next service area
- If you must stop immediately, pull onto the hard shoulder and stop with wheels turned to the left, away from traffic
- Park as close to the left as possible and try to stop near an emergency phone
- Put on your hazard lights and turn on side lights in poor visibility
- DO NOT use your warning triangle on the hard shoulder

NEVER attempt repairs yourself

Waiting for Help

- If you must stop on the hard shoulder:
- Get out of the vehicle
- Make sure you and all passengers exit the vehicle on the left-hand side

- Walk off the road – up the embankment if there is one, or climb over the crash barrier into a field if possible
- NEVER try to cross lanes to the other side of a motorway

Be prepared

- Carry a charged mobile phone
- Carry an emergency kit, including warm and high visibility clothing, a torch, water and a reflective triangle
- Call the office and the Company breakdown service and await instructions

Accident

If a vehicle being used on Company business is involved in an accident (RTA) the following steps are to be taken:

- Stop your vehicle in a safe location
- DO NOT admit liability
- Call the emergency services if anyone is injured or if property is damaged
- If the police attend the scene, note the reporting officer's name, identity number and station
- Note information about the accident, exchange details with third parties and take the names and contact details of witnesses
- Third parties are obliged to give you their name, the vehicle registration number and insurance details under section 170 of the Road Traffic Act 1988
- If a camera is available, photograph the scene from different angles
- Take pictures of the vehicles involved and of the damage to your own and third party vehicles/property
- Contact your line manager as soon as you are able.
- Fill out an Accident/ Incident Form and report a vehicle accident
- Fill out motor accident insurance form
- Note: Further information can be found in the company Fleet Maintenance Procedure

Employees must prioritise:

- Their own safety
- The safety of anyone else involved
- The safety of other road users

Replacement, Return and Repossession of Company Vehicles

Replacement

At a time to be decided by the Company, and at its sole discretion, the vehicle will be replaced with a vehicle from the existing fleet or a new vehicle, depending on availability at the time of replacement. The model and make are at the Company's discretion.

Repossession

Where you have a company vehicle for work use only, the Company reserves the right to take back the vehicle in the event of an unexplained absence from work in excess of one week or any certified sickness absence in excess of four weeks. The vehicle will be returned when you return to work.

Where you have a company vehicle for personal use, the Company reserves the right to provide you with an appropriate alternative vehicle, in the event of an unexplained absence from work in excess of one week or in the event of any certified sickness absence in excess of four weeks, such action will only be taken where it is necessary to ensure the Company is able to meet its service commitments to clients.

On notice of termination being given by either party the Company reserves the right to repossess the vehicle at any time, and may require the company vehicle to be returned at any time.

Returning the company vehicle

It is your responsibility to return the vehicle to the Company in the condition in which it was provided to you. By signing these terms and conditions, you agree to refund the Company for any damage to the vehicle that you have not notified the Company of previously and that is not as a result of ordinary wear and tear.

It is your responsibility to return the vehicle to the place that the Company designates at the time that the Company stipulates. Any reasonable transport expenses incurred in returning home will be met by the Company.

There is a £100.00 per year wear and tear allowance on the vehicles.

Contributory fault for loss, accident or damage

Whilst the Company appreciates that accidents and/or incidents may happen, where it is found by the insurer that your behaviour has contributed to the accident we may require you to repay, either through deduction of wages or any other method acceptable to us, any costs incurred by the Company.

Where you are held responsible by the insurer for any accident, incident or damage, then we reserve the right to deduct the excess on the insurance policy as a minimum and possibly the total costs of the accident and/or damage from your wages.

Severe Weather

Winter can bring extremes of weather from dense fog to snowfall that closes major roads. The Company will monitor weather conditions and will attempt to ensure so far as reasonably or operationally practicable that no-one is sent on a journey that may take them into a severe weather front.

The Company will ensure that all vehicles supplied by the Company have been properly maintained and prepared for bad weather.

It is incumbent on the drivers of all vehicles to make sure they have adequate cold weather protection with them – warm coats, gloves and blankets etc. in case they are stranded.

All drivers are reminded that if they are stranded by snow etc., they should remain in their vehicle unless instructed to leave by the emergency services.

15.0 FIRST AID

General Responsibilities

Compliance Manager is responsible for:

1. Ensuring that the First Aid Needs Assessment is in place, shared and reviewed
2. Ensuring that a representative number of employees have received training as Appointed Persons.
3. Ensuring that suitable First Aid kits are provided and maintained for installation, maintenance and administration personnel.
4. Ensuring that notices are displayed confirming the location of First Aid boxes and the identity of the Appointed Persons.
5. Ensuring that First Aid cover is always provided.
6. Confirming the location and telephone number of the nearest Accident and Emergency department.

Appointed Persons

The Appointed persons and the level of training have been listed within the First Aid Risk Assessment for both Hemel Hempstead and Romford Offices and displayed on the safety notice board.

Location of First Aid Kits

First Aid kits are located:

1. Hemel Hempstead Office: Kitchen Area First Floor & Warehouse Ground Floor
2. Romford Office- Office: Main office Area
2. All Service Engineers' vehicles (To be maintained by engineers)

It is the responsibility of the Appointed Person in each location to maintain adequate supplies of First Aid materials.

16.0 ACCIDENT & INCIDENT REPORTING AND INVESTIGATION

16.1 Responsibility for Accident & Incident Reporting

1. It is the responsibility of all employees to ensure that all accidents and incidents are recorded using the company Incident Accident Reporting form.
The Accident Incident database is maintained by the Compliance Manager.
2. It is the responsibility of the Compliance Manager to report the following to the Health and Safety Executive (HSE):
 - a) Lost time accidents resulting in absence from work of seven days or longer, online within fifteen days of accident
 - b) Fatal accidents, major injuries and dangerous occurrences (Immediate telephone call and complete online within fifteen days)
 - c) Notification of industrial disease online when confirmed by appropriate person (i.e. patient's GP, hospital etc)
 - d) Accidents/incidents involving flammable or compressed gas
 - e) Accidents/incidents involving contact with overhead power lines, collapse of scaffold, failure of pressure vessels, fire/explosion etc
3. It is the responsibility of Engineers to ensure that all accidents are recorded in the customer's Accident Book when working on site, and duplicate records maintained by Birdsall Group.
4. It is the responsibility of the Appointed First Aid Officer to advise the Compliance Manager of all industrial injuries resulting in absence from work of seven days or longer.
5. It is the responsibility of the Compliance Manager to maintain accident and incident records for at least three years from the date of the occurrence.

Health and Safety Executive Reporting Contacts

www.hse.gov.uk/riddor/report.htm

16.2 Responsibility for Accident/Incident Investigation

Following a reportable accident or incident, it is the responsibility of the Compliance Manager to carry out an accident investigation, and can be assisted by the Operations Director, Managers/Supervisors and relevant Engineers as required.

The purpose of the investigation is to confirm:

1. Details of injured personnel
2. Details of injury, damage or loss
3. What happened?
 - Where?
 - When?
 - How?

- What was the immediate cause?
- 4. What equipment and materials were involved?
- 5. Were procedures in place? Were they adhered to? Were they adequate?
- 6. Were the employees - Authorised to be doing the job?
 - Competent?
 - Trained and Instructed?
 - Supervised?
 - Properly organised?
- 11. Were there witnesses to the accident?
- 12. What are their comments?
- 13. What was the underlying cause?
- 14. Were inspection procedures in place?
- 15. Were they effective?
- 16. Is there any previous relevant accident history?
- 17. What was the root cause?
- 18. Conclusions
- 19. Summary of recommendations

The Accident/Incident Investigation Report is signed and dated by the Compliance Manager and retained on file for a minimum of three years following the accident/incident.

Accident/Incident statistics are reviewed annually by the Managing Director to identify trends or evidence of repetitive injuries.

17.0 CONSTRUCTION (DESIGN & MANAGEMENT) REGULATIONS

17.1 Principles of CDM

The over-riding principles of CDM are to improve health & safety by helping to:

- plan the work so the risks involved are managed from start to finish
- have the right people for the right job at the right time
- cooperate and coordinate your work with others
- have the right information about the risks and how they are being managed
- communicate this information effectively to those who need to know
- consult and engage with workers about the risks and how they are being managed

17.2 Responsibility for CDM Regulations

1. It is the responsibility of the Manager to confirm responsibilities for compliance at the tender stage.
2. It is the responsibility of the Manager to confirm the identity and responsibilities of:
 - (a) The Client
 - (b) The Designer (if relevant)
 - (c) The Principal Designer
 - (d) The Principal Contractor
 - (e) Contractors and Sub-contractors
3. As appropriate to contract it is the responsibility of the Manager to maintain the following:
 1. Generic Method Statements for work to be carried-out.
 2. Risk Assessments for identified hazards (where appropriate).
 3. Principal Contractor's Health & Safety Plan (if applicable).
 4. Site Health & Safety procedures.
 5. Site welfare and security arrangements.
 6. Site records appropriate to contract.
 7. Training records for Service Engineers and sub-contractors.
 8. Records of accidents and incidents.
4. It is the responsibility of the Manager to liaise with the Client, Principal Designer and Principal Contractor as required.

17.3 Contractor Responsibilities

Birdsall Group are most commonly appointed as a Contractor (as defined by the CDM Regulations). As such the following applies; Contractors on all projects must:

- make sure the client is aware of the client duties under CDM before any work starts
- plan, manage and monitor all work carried out by themselves and their workers, taking into account the risks to anyone who might be affected by it (including members of the public) and the measures needed to protect them
- check that all workers they employ or appoint have the skills, knowledge, training and experience to carry out the work, or are in the process of obtaining them
- make sure that all workers under their control have a suitable, site-specific induction, unless this has already been provided by the principal contractor
- provide appropriate supervision, information and instructions to workers under their control

- ensure they do not start work on site unless reasonable steps have been taken to prevent unauthorised access
- ensure suitable welfare facilities are provided from the start for workers under their control, and maintain them throughout the work

In addition to the above responsibilities where work is carried out which involves more than one contractor we must:

- coordinate their work with the work of others in the project team
- comply with directions given by the principal designer or principal contractor
- comply with parts of the construction phase plan PDF relevant to their work
- Where a contractor is the only contractor working on a project, they must ensure a construction phase plan is drawn up before setting up the site.

17.4 Principal Contractor

In the event that Birdsall Group are appointed by the Client as the Principal Contractor the Manager will ensure that appropriate actions are implemented to:

- plan, manage, monitor and coordinate the entire construction phase
- take account of the health and safety risks to everyone affected by the work (including members of the public), in planning and managing the measures needed to control them
- liaise with the client and principal designer for the duration of the project to ensure that all risks are effectively managed
- prepare a written construction phase plan before the construction phase begins, implement, and then regularly review and revise it to make sure it remains fit for purpose
- have ongoing arrangements in place for managing health and safety throughout the construction phase
- consult and engage with workers about their health, safety and welfare
- ensure suitable welfare facilities are provided from the start and maintained throughout the construction phase
- check that anyone they appoint has the skills, knowledge, experience and, where relevant, the organisational capability to carry out their work safely and without risk to health
- ensure all workers have site-specific inductions, and any further information and training they need
- take steps to prevent unauthorised access to the site
- liaise with the principal designer to share any information relevant to the planning, management, monitoring and coordination of the pre-construction phase

17.5 General Health and Safety Arrangements for sites under CDM Regulations

It is the responsibility of the Manager and Installation Engineers to ensure that:

Full PPE to be worn at all times as required by the contract conditions.

17.6 Site Safety Inspections

The Manager is responsible for carrying out Site Safety Inspections as required. Results of Safety Inspections are recorded and retained on file in the Contract or Maintenance file.

Significant non-conformances in Health & Safety management will be recorded on a Corrective Action Report for determination of appropriate action by the Director responsible for health and safety.

17.7 Selection and Approval of Sub-contractors

Where appropriate it is the responsibility of the Manager to appoint qualified or experienced sub-contractors.

Sub-contractors will be subject to formal evaluation prior to being included on the company's Approved Supplier List in respect to:

1. Company details and trading record.
2. Evidence of appropriate training or experience.
3. Confirmation of availability of adequate resources.
4. Nomination of Site Supervisor and sub-contract team (when appropriate).
5. Confirmation of arrangements for the management of Health and Safety.
6. Evidence of safe systems of work (e.g. Risk Assessments, Method Statements).
7. Maintenance of Birdsall Service site information.
8. Satisfactory past Health and Safety record.

It is the responsibility of the Manager to provide information relevant to the management of Health and Safety to sub-contractors when working on Birdsall Group installations.

It is the responsibility of the Manager to monitor the activities of sub-contractors when working on behalf of Birdsall Group.

Refer to Process Document PD/025 – Supplier/contractor evaluation.

18.0 RISK ASSESSMENT AND METHOD STATEMENTS

18.1 Responsibility for carrying-out and reviewing Risk Assessments

It is the responsibility of the Compliance Manager, Manager/Supervisor to carry out and review Risk Assessments in respect to all tasks in accordance with Birdsall combined RAMS Risk Assessment & Method Statement procedures.

18.2 Hazards

All hazards to be identified and control measures to be put in place before carrying out any task.

18.3 Responsibility for the preparation of Method Statements

It is the responsibility of the Manager/Supervisors & Engineers to compile Method Statements as required by each contract.

18.4 Birdsall Group Dynamic Risk Assessment

It is the responsibility of the engineer on site to carry out and record a Birdsall Group Dynamic Risk Assessment where significant risk to health, safety or welfare can be identified.

In cases where the risk is considered high, and cannot be reduced by effective control measures, stop work and contact the Manager & inform site.

A copy of Birdsall Group Dynamic Risk Assessment is sent to the Manager and the compliance Manager and retains a copy.

19.0 WORKING IN CONFINED SPACES

19.1 Responsibility for managing work in confined spaces

Managers/Supervisors:

Arranges initial visit to confirm scope of work and carryout site survey to include:

- List of equipment to be installed/serviced
- Health and Safety issues
- Birdsall staff requirements including correct competency levels
- Requirement to work in confined spaces

Pictures of equipment/location details captured for reference.

Managers:

Are responsible for confirming any requirements for confined space working and to:

1. Avoid entry into confined spaces where practical by an alternative safe system of work.
2. Confirm and implement a safe system of work where confined space working is unavoidable.
3. Provide additional personal protective equipment as required to enable work to be carried out safely in confined spaces.
4. Ensure that lone workers are not permitted to work in confined spaces.
5. Confirm and implement adequate emergency arrangements where work in confined spaces is required over extended periods.

Confirms requirement to comply with customers'/Main Contractors' Permit to Work system or implements Birdsall Group' Permit to Work system in hazardous environments.

Provides Engineers with Air Testing/Monitoring equipment when required to work in confined spaces where air quality is poor or subject to deterioration during installation/service periods.

As required engineers are to attend Confined Space Training.

19.2 Risk Assessment

It is the responsibility of the Manager/Supervisor to identify potential hazards and carry out a Risk Assessment.

Engineers

It is the responsibility of Engineers to:

- Be aware of Risk Assessments and Method Statements applicable to confined space working
- Assess working environment and advise Compliance Manager or Manager if conditions are considered to be unsafe
- Ensure that they do not work in confined spaces when working alone
- Comply with customers'/Main Contractors'/Birdsall Group' Permit to Work systems
- Ensure that services (electricity, gas, compressed air, fuel oil etc) are isolated prior to working in confined spaces

- Clear confined spaces of substances that may produce vapour, or avoid unnecessary disturbance (e.g. slurry, oil/fuel residues etc)
- Ensure that tools and equipment are selected and used to avoid electrical discharge (e.g. Battery pack tools, use of Residual Current Device etc)
- Continually monitor air quality to detect toxic substances, flammable gases and oxygen deficiency when working in confined spaces for extended periods
- Wear and maintain Personal Protective Equipment provided for working in confined spaces
- Ensure contact can be made with customer or Birdsall Group at all times by the most appropriate method (e.g. mobile 'phone, personal alarm etc)

19.3 Method Statements

It is the responsibility of the Manager to compile a Method Statement to ensure a safe system of work.

19.4 Emergency Procedures

It is the responsibility of the Manager to:

1. Appoint a competent supervisor.
2. Provide adequate access and egress from confined space, including emergency evacuation (taking into account the movement of equipment, materials and the wearing of PPE).
3. If natural ventilation is inadequate, provide workers with breathing apparatus and training in the wearing and use.
4. In confined spaces where access is restricted workers provide engineers with rescue harnesses with lifelines attached secured to a point outside the confined space.
5. Establish and maintain effective communication system with workers in the confined space, including a method of raising an alarm in the event of an emergency

20.0 Permit to Work

Permit to work are used to control high risk activities. These enable an assessment of risks to be made and to specify control measures which will be put in place in order to minimise the risk.

Permits to work for activities identified by Birdsall or the Client as follows.

- Working at Height, including on roofs
- Working in confined spaces
- Hot Works. Welding, Soldering or cutting using hot flame techniques
- Working on Electricity
- Electrical & Mechanical Isolations
- Lifting Equipment

The intention of the permit to work is to:

- (a) Ensure that the work which is intended to take place is properly authorised.
- (b) The engineer is correctly trained of the work.
- (c) Specify which precautions must be taken and which activities are prohibited.
- (d) Consideration should be taken of the activities of other parties which may impact on or be affected by the proposed work. These activities may need to be temporarily suspended or modified.
- (e) Indicate the, date, time, duration and location that the specified activities will occur.
- (f) Ensure that all those persons who have control of or are affected by the activity are aware.
- (g) Provide a record of the work, that the specified precautions have been understood and enacted, and that the workplace and or equipment is returned to a safe condition.
- (h) Method statement and risk assessment for the work to be undertaken.
- (i) Dynamic risk assessment to be used as required.
- (j) A copy will be retained by the person with responsibility for managing the works and signed.

20.1 All employees

To follow and undertake their role within Birdsall Permit to Work Procedure PD 100

21.0 ENVIRONMENTAL & ENERGY

21.1 WASTE

21.1.1 General Responsibilities

Everyone is responsible for attempting to prevent waste but where waste arises to re-use or recycle wherever this is a feasible option.

Everyone is responsible for their role in the Duty of Care which requires that:

- waste is securely contained so as to prevent it escaping into the environment
- waste is transferred to somebody authorised to carry or manage it
- appropriate records and transfer notes are kept
- appropriate measures are taken to ensure that others involved in the handling and disposal of the waste do so in accordance with the law.

It is the responsibility of the Managers to confirm with the customer any specific arrangements for waste handling, storage and/or disposal, where appropriate

21.1.2 Environmental Requirement

1. Birdsall is registered with the Environment Agency.
 - Registered Waste Carrier
 - A Hazardous Waste Producer
2. Ensures that Waste Transfer Notes and Hazardous Waste Consignment Notes are retained in accordance with legal requirements.

21.1.3 Engineers

Are responsible for:

1. Follow the Birdsall waste procedures at all times
2. Disposing of all waste in the appropriate and designated container/location at the earliest opportunity.
2. Not mixing different types of waste where separate facilities are provided.
3. Keeping areas around waste containers clean and tidy.
4. Advising supervision if a waste container / location is full or inappropriate.
5. Asking when there is doubt as to whether an item is defined as “hazardous waste”

21.1.4 Hazardous and other specific wastes

The following waste must be segregated and stored separately from other wastes:

1. Hazardous Waste.
2. Waste Electrical and Electronic Equipment (WEEE).
3. Batteries.

Hazardous Waste is so called because it has hazardous properties that may render it harmful to human health or the environment. Examples of wastes classed as hazardous include:

- Asbestos
- Lead-acid batteries

- Electrical equipment containing hazardous components such as cathode ray tubes (e.g. televisions and VDU's)
- Fluorescent light tubes
- Oil and oil contaminated items
- Air filters
- Refrigerants

21.2 REFRIGERANTS (F-Gas and Ozone Depleting (ODS))

21.2.1 General Environmental Statement

If refrigerants escape to the environment through leakage or accidental release they will contribute towards global warming and/or the depletion of the ozone layer.

Refer to Birdsall Refrigerant Gas Procedures identifying control & monitoring measures required for Refrigerant Gases.

21.2.2 Minimum Requirement

The company nominates employees authorised and competent to handle refrigerants. Ensures minimum qualification of FGas Cat IV, with FGas Cat 1 being preferred and a minimum of NVQ Level 2 accreditation.

21.2.3 Air Conditioning Engineers

Are responsible for:

1. Ensuring refrigerant gas cylinders are identified by gas type, weight and stored in a secure dedicated area.
2. Maintaining a Logbook for each stationary refrigeration, air conditioning or heat-pump system.
3. Maintaining records of all refrigerant movements in accordance with Birdsall Refrigerant Gas Procedures.
4. Performing refrigerant leak testing in accordance with legal requirements and in accordance with Birdsall Refrigerant Gas Procedures.

21.3 ENVIRONMENT & ENERGY

21.3.1 General Environment and Energy Statement

Birdsall have committed to Net Zero by 2050. We have produced suitable Policies & Procedures to meet this goal.

As part of our Net Zero procedures, we now measure our energy sources including:

- Electricity
- Gas
- Fuel

Energy consumption has an adverse effect on the environment. It can:

1. Consume the earth's non-replaceable raw materials (e.g. natural gas, coal, oil etc).
2. Generate pollution, noise and odour.
3. Generate greenhouse gasses that contribute to global warming

21.3.2 General Responsibilities

Everyone is responsible for reducing energy consumption.

Considerations for energy reduction include:

For transport:

1. Using a suitable mode of transport (including public transport, vehicle sharing, etc).
2. Journey planning.
3. Smooth driving style.
4. Vehicle maintenance (including removal of unnecessary load, correct tyre pressures).

For Equipment & Lighting:

1. Switch off unused equipment or set to standby mode.
2. Ensure equipment is operating at optimum settings.
3. Utilise sensors to control equipment.
4. Ensure equipment is properly maintained.
5. Ensure users are aware of how to use equipment and encourage training.
6. Ensure energy consumption is considered during purchasing decisions.

21.3.3 Energy Consumption

The company ensures that energy consumption in Birdsall Group is recorded and analysed to:

- Monitor usage
- Identify trends
- Identify areas for potential improvement
- Set and monitor objectives to reduce energy consumption

22.0 ASBESTOS

22.1 General Responsibilities

It is the responsibility of the Manager/Supervisor to confirm with the customer where appropriate:

1. The likely presence of asbestos in the building.
2. Obtain a copy of the sites Asbestos Register (If Applicable)
2. The location of the asbestos.
3. The form of asbestos (lagging, ceiling tiles, partition board etc).
4. The type of asbestos (blue, brown or white).
5. The condition of the asbestos.
6. If Birdsall Group operations are likely to be in contact with asbestos.

Where appropriate assigns a licensed contractor to handle, remove, re-instate, or dispose of asbestos material.

Ensures that all engineers are provided with Asbestos Awareness training. Provides information to all engineers as required in the Engineer Folder on SharePoint including the company asbestos procedure.

22.2 Installation & Service Engineers

- Undertake Asbestos Awareness training as part of health & safety induction
- Refer to Safety Folder for specific sites where asbestos has been identified
- Client to provide building asbestos register as necessary.

On discovering asbestos on site we will:

1. Stop work immediately.
2. Ensure that asbestos material is not disturbed.
3. Mark the area containing asbestos.
4. Keep all unauthorised personnel out of the area.
5. Contact the Compliance Manager or Manager immediately.
6. Wear suitable personal protective equipment if required to work in the vicinity of asbestos.
7. Avoid use of power tools, breaking-up asbestos etc to prevent generation of dust.

23.0 DISPLAY SCREEN EQUIPMENT

23.1 General Responsibilities

1. It is the responsibility of the Department Manager to identify employees who regularly use VDU equipment as part of their normal work. (For clarification, the company have deemed that employees who use VDU equipment for continuous periods in excess of one hour per day are considered to be regular users).
2. It is the responsibility of the Directors to provide eye tests for regular users on request. The company will fund eye tests once every two years.
3. The company will contribute to the cost of prescription lenses when it is confirmed by an optician that the deterioration of an employee's sight is directly attributable to their work. The level of contribution is currently £75.00.
4. It is the responsibility of the Department Manager to provide training and information relevant to the use of VDU's to identified operators.

23.2 Risk Assessment

1. It is the responsibility of the Directors to ensure that the working environment and equipment provided are appropriate to use.
2. It is the responsibility of the Department Manager to ensure that all VDU operators carry out a satisfactory assessment of their own workstation.
3. It is the responsibility of the Department Manager to review VDU Self-Assessments to ensure that employees are not exposed to unnecessary risk.

23.3 Employees' responsibilities

Regular users of VDU equipment are required to carry-out an assessment of their own workstation in order to minimize the risks of potential eye strain, headaches and upper limb disorders. All self-assessments are subject to review by their Department Manager.

It is the responsibility of Department Managers in conjunction with individual employees to plan the work in order to provide breaks or changes in activity to minimize the effects of extended use of VDU equipment where appropriate.

23.4 Home Working

The Company will ensure that the employee's work area at home is set up to an adequate standard to suit the employee, and to comply with the relevant Regulations.

The employee will ensure that any parts of their home designated as 'work' areas are maintained to professional standards.

Refer to Home Working Policy

24.0 WELFARE, HYGIENE AND ENVIRONMENTAL

24.1 On our premises the Directors are responsible for:

- Ensuring that buildings are in good repair
- Providing adequate space for the safe movement of vehicles and personnel
- Providing appropriate workspace including access to equipment and storage locations
- Maintaining floors and access areas in good condition appropriate to use
- Ensuring that floors, corridors and stairs are free of obstructions
- Marking steps, kerbs and fixed obstacles with hazard-warning tape or paint
- Providing safe access to and from work and storage areas
- Ensuring that floors and storage areas are not over-loaded
- Providing handrails on stairs and ramps where necessary
- Providing handrails, guard rails etc on exposed floor edges
- Ensuring that lighting levels are adequate, regularly cleaned and maintained
- Providing adequate means of collecting and disposing of trade waste
- Providing adequate heating and ventilation appropriate to the work environment
- Providing welfare facilities including: Toilets (male and female)
- Running water (hot, cold and drinking)
- Soap/Hand Cleanser
- Towels/hand dryers
- Providing lockers or hanging spaces for clothing

Consideration is also given to special requirements for disabled employees and visitors, including access and toilet facilities where appropriate.

24.2 Slips & Trips

1. **Wear appropriate footwear.** Not all shoes will provide you with the traction that you need on every floor. If possible, choose a pair of non-slip shoes.
2. **Clean up spills and leaks immediately.** If the area of wetness is located on the floor, be sure to place a “wet floor” sign visibly near the area.
3. **Ensure that no objects are resting on the floor** in designated walkways or open areas. This includes boxes and cases!
4. **Never work in the dark.** Doing so can increase the chance that you will fail to see. slippery areas, objects on the ground, or even a person coming around a corner.
5. **Do not climb onto a chair (especially one with wheels!), desk, or other surface** in order to reach objects located on high shelves. Instead use a ladder and ask someone to spot you as you climb.
6. **Do not carry boxes, crates, or any load that obstructs your line-of-sight.** Doing so can cause risk of collision, slip, trip or a fall to yourself, as well as to others that may be walking nearby.

25.0 HEALTH AND SAFETY TRAINING

It is the responsibility of the Compliance Manager & Directors to ensure that all personnel receive adequate health and safety training.

Records of Health and Safety training are confirmed on individual Training Records which are retained in the Birdsall Group Training file.

25.1 Engineers' Qualifications

It is the responsibility of the HR Director and the Managers to ensure that engineers are appropriately qualified for work carried-out on behalf of Birdsall Group.

Ensures that relevant qualifications have been obtained as a result of a recognised apprenticeship or by evidence of appropriate experience.

25.2 Toolbox Talks

It is the responsibility of the Compliance Manager to organise and monitor Toolbox Talks on a regular basis to:

- Provide and refresh safe working procedures confirmed in this document.
- Provide training on specific issues relevant to health & safety.
- Provide equipment training as required.

25.3 Site Induction Training

It is the responsibility of the Managers or Supervisors to ensure that engineers are provided with appropriate induction training when working on specific sites.

25.4 Training Procedure

Birdsall maintain for each engineer a Competency Passport including the following information.

- Name
- Job Title
- Vehicle Reg No
- Induction Notes
- Training Record
- Competences
- Experience
- Equipment Calibration

Up to date training is monitored and controlled by the HR Director

Annual appraisals review current and future individual training requirements.

Employee training is reviewed annually and assessed at appraisals for current and future requirements.

26.0 LONE WORKING

In the interests of personal safety it is generally expected that lone working should only be undertaken when the activity can be carried out safely and is of low risk.

Lone working can be defined as all work undertaken alone where the risk to the individual may be increased, either by the work itself or by the lack of on-hand support should something go wrong.

In order to determine whether the lone working activity can be conducted and, where necessary, what additional controls are required a method & risk assessment should be carried out to the following process.

Determine if the activity has been previously risk assessed

If yes, re-visit the risk assessment to ensure that there are no additional risks introduced due to undertaking the task alone.

If no, then undertake a risk assessment for the activity taking into consideration any additional risks introduced due to lone working.

Dependant on the outcome of the risk assessment, there are three possible scenarios:

- Work is not permitted as the residual risk is unacceptable.
- Work can be conducted by a lone worker provided additional specific
- controls are implemented prior to work beginning.
- Work can be conducted by a lone worker on condition the residual risks have not changed and are acceptable.

26.1 Home Working

The Company will ensure that the employee's work area at home is set up to an adequate standard to suit the employee, and to comply with the relevant Regulations.

The employee will ensure that any parts of their home designated as 'work' areas are maintained to professional standards.

Refer to Lone Working Health & Safety Policy & Home Working Policy

27.0 NEW AND EXPECTANT MOTHERS

27.1 General

Safe working procedures outlined in the company's Health and Safety Codes & Practices Manual apply to new and expectant mothers where appropriate.

It is the responsibility of the employee to notify their Department Manager in writing of her condition where a potential risk to her health can be reasonably foreseen.

There are no significant additional risks to pregnant employees working for Birdsall Group, other than the precaution not to lift heavy/awkward weights (files, stationery, water cooler bottles etc) or exposure to potentially harmful substances during confinement.

As the employee's mobility becomes impaired during the later stages of pregnancy, a member of staff will be assigned to assist them to safely evacuate the building during drills and emergencies.

27.2 Risk Assessment

It is the responsibility of the Compliance Manager to carry out a Risk Assessment on notification by a new or expectant mother to determine:

1. The nature of the work to be carried out.
2. Any requirements for manual handling.
3. Likely exposure to harmful substances (physical, biological or chemical agents).
4. Any work liable to cause physical or mental fatigue.
5. Any work liable to cause occupational stress.
6. Requirement to work on slippery or wet surfaces.
7. Any work in which the taking of rest breaks and/or distance to rest rooms/toilets may be a problem.
8. Requirements for extended periods of driving.
9. Requirements for extended periods of sitting or standing.
10. Any requirements for lone working.
11. Suitability of the working environment (heating, ventilation etc).
12. Suitability of premises for baby nursing and feeding (privacy, smoke-free).

In the event that a new/expectant mother's normal duties are considered unsafe we will:

- a) Assign suitable alternative work
- b) Recommend suspension from work with normal remuneration.

28.0 LEGIONNAIRES DISEASE

Legionnaires' disease is a potentially fatal pneumonia caused by Legionella bacteria. Infection is caused by breathing in small droplets of water contaminated by the bacteria. Legionella is common in natural water systems and can contaminate other water systems such as cooling towers, evaporative condensers, humidifiers, pumps, heat exchangers, hot & cold water systems, spa baths and showers.

Equipment and services provided by Birdsall Group are not considered to be a likely source of Legionella but may be associated with customer property or equipment on which we are required to work.

Birdsall Group has a duty of care to consider the potential risks from Legionella that may affect engineers, subcontractors, customers and members of the public and to ensure that systems installed and maintained prevent the growth and multiplication of Legionella.

28.1 The policy of Birdsall Group is:

System Design and Specification

- Systems to be designed, installed, commissioned and maintained to control the growth or multiplication of Legionella
- Systems designed to ensure the release of water spray is properly controlled
- Hot water is stored at temperatures in excess of 60° and distributed above 50°
- Cold water is stored below 20°
- Water temperatures are avoided that favour the growth of Legionella and other micro organisms
- Systems to be designed to ensure that water cannot stagnate anywhere in the system by keeping pipe runs short or by removing/eliminating redundant pipe work
- Avoiding materials that encourage the growth of Legionella
- Systems to be designed that are safe to use and can be cleaned and maintained satisfactorily
- To provide advice and guidance to system users on effective water management to prevent contamination

28.2 Service and Maintenance

- Identify and assess potential sources of risk from Legionella
- Review system specification including schematic diagrams, pipe work runs and layout
- Determine safe and correct operation of the system
- Review system control methods including precautions to prevent contamination by Legionella
- Recommend system improvements to reduce risk from Legionella
- To provide advice and guidance to system users on effective water management to prevent contamination or control infection
- Appoint an Approved Sub contractor registered to a recognized Regulatory Body or Trade Association to sample, treat, monitor and maintain water systems susceptible to Legionella

28.3 In the event of suspected exposure to Legionella

It is the responsibility of the Compliance Manager to:

1. Notify the Health and Safety Executive by submitting a RIDDOR. Report.
2. Notify the client of suspected exposure.

Refer to Legionaries Disease Policy in our Wellbeing Policy

29.0 MANAGEMENT OF OCCUPATIONAL STRESS

Company policy

Birdsall Group recognize that stress is the natural reaction that employees have to excessive pressure or other types of demands placed upon them.

The Company accepts responsibility for ensuring that occupational stress levels are appropriate to the nature of the business and employee capabilities and expect full co-operation from Managers and employees in the management of stress.

Responsibility of the HR Director

- Provide adequate resources, training and information to enable employees at all levels to carry out assigned tasks and responsibilities within acceptable stress levels
- Compile Job Descriptions for key roles, and to ensure that existing employees and new recruits are capable of carrying out the required tasks and responsibilities
- Carry out Risk Assessments where there is a significant potential for occupational stress, confirm control measures and ensure effective implementation
- Provide induction and ongoing job-related training for designated employees
- Provide Managers with Stress Awareness training
- Implement and maintain appropriate and effective communications systems at all levels
- Provide independent counselling and support for employees suffering from the effects of occupational stress and facilitate rehabilitation through appropriate 'Return to Work' programmes under supervision.

Responsibility of Line Manager

- Continually monitor the working environment to identify unacceptable levels of stress, particularly during periods of change, excessive workload or work activities constrained by deadlines or timescales.

30.0 COMMUNICATION AND CONSULTATION

30.1 Arrangements for the communication of Health and Safety

The Compliance Manager and Managers are responsible for communicating health and safety information as appropriate.

The company's Health and Safety Policy is confirmed in a Statement of Policy and is reviewed on a regular basis to ensure that it continues to demonstrate effective health and safety management practice.

Specific procedures and controls are confirmed in this Health & Safety Codes and Practices provided to all employees, which is periodically reviewed and updated as required.

Engineers are provided with a copy of the Company Handbook & the Health & Safety Codes of Practices.

30.2 Non-English-Speaking Employees

It is the responsibility of the Compliance Manager or Manager to provide appropriate translations, instructions, or supervision for engineers where English is not their first language.

30.3 Monitoring of Health and Safety

Significant non-conformances in Health & Safety management will be recorded on a Corrective Action Report for determination of appropriate action by the Compliance Manager responsible for health and safety.

The Compliance Manager is responsible for monitoring health and safety:

1. Following an accident or incident
2. As a result of a significant change in either processes, equipment or materials
3. As a result of changes to health and safety legislation
4. As a result of a periodic review

Documented policies and procedures are subject to amendment following consultation with employees and other interested parties.

30.4 Advice and guidance on Health and Safety issues

It is the responsibility of the Directors to ensure that all employees receive appropriate training in the management of Health and Safety and are provided with adequate information and guidance to prevent personal injury.

To ensure that information provided is current and appropriate, the company subscribe to recognised sources of Health and Safety information and have access to qualified Health and Safety consultants when required.

31.0 YOUNG PERSONS & APPRENTICES

Introduction

The Business has statutory obligations under the Management of Health and Safety at Work Regulations 1999 to ensure any workplace hazards are risk assessed for young persons at work and that these risks are removed or reduced so far as is reasonably practicable.

Young persons may be exposed to additional risks at work due to their lack of knowledge, experience, and possible immaturity. The following arrangements will be implemented to ensure their safety:

- a) Risk assessments must be undertaken on any process or procedure, when performed by experienced adults, must be reassessed in the light of the lack of experience of the young person. This is the responsibility of the local manager or supervisor who is looking after the young person whilst at work
- b) Additional training, instruction and supervision shall be provided, until the young person has demonstrated a satisfactory degree of competence
- c) Careful attention must be paid, by both the young person and supervisor, to any restrictions placed on the type of work, which may be undertaken

Purpose

The aim of this policy is to promote a systematic approach, through effective management systems, controls, and suitable resource allocation, to the identification and minimisation of workplace hazards to young persons, thus ensuring their health, safety and welfare.

Objectives

The objectives of this policy is clearly set out the organisational health and safety arrangements for the safety of young persons at work and to identify management and employee responsibilities for the purpose of hazard identification and risk

Process

Young persons will not be employed in activities, where a significant risk to their health and safety is identified. Following assessments, young persons will be given the required level of information, instruction, training, and supervision required to enable them to work safely.

The Risks

There is a requirement to:

- Assess risks to young people, under 18 years old, Before they start work
- Take into account their inexperience, lack of awareness of existing or potential risks, and physical/psychological immaturity
- Address specific factors in the risk assessment
- Provide information to the Young Person of findings of the Risk Assessment
- Provide information to parents of school-age children about the risks and the control measures introduced
- Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where they are over Minimum School Leaving Age (MSLA) and it is necessary for their training
- Reduce or eliminate risks so far is reasonably practicable
- Provide proper supervision by a competent person
- (MSLA is the Minimum School Leaving Age and is just before or just after their 16th birthday.)
- There is also a need to take into account of:

- The fitting-out and layout of the workplace and the workstation
- Exposure to violence and aggression
- The nature, degree and duration of exposure to physical, biological and chemical agents
- The form, range and use of work equipment and the way in which it is handled
- The organisation of processes and activities
- The extent of the health and safety training provided, or to be provided, to the young people concerned.
- Risks from agents and processes
- Outcomes from Risk Assessments
- If a significant risk cannot be removed or reduced by implementing additional control measures, then the young person must not be allowed to do the work. This will be the case if the work:
 - Cannot be adapted to meet their physical or psychological capabilities
 - Involves exposure to violence and aggression
 - Involves lone working
 - Involves harmful exposure to substances which are toxic or cause cancer
 - Involves harmful exposure to radiation
 - Involves extreme heat, noise, vibration or working at height
- A young person below the minimum school leaving age (i.e. a child) must never undertake any activities involving these risks. A young person who is over the minimum school leaving age, may be employed to undertake work where these risks are present, provided:
 - The work is necessary for their ongoing training
 - The work is properly supervised by a competent person, and
 - The risks are reduced to the lowest level possible

The findings from any risk assessment should be communicated to the school/college and provided to the young persons legal guardian

Restrictions

The outcome of the risk assessment and the extent of control measures introduced will determine whether significant risk to the Young Worker remains. Where these risks do remain, Young Workers **MUST NOT** be employed to do this work.

There is to be:

- NO lone working at anytime whilst on any client premises
- NO exposure to the risk of violence and aggression
- NO shift work during the night

Information to Parents

There is a requirement under the Management of Health and Safety at Work Regulations 1999 to inform all workers, including young workers about the risks to their health and safety, identified by the assessment, and the measures put in place to deal with them.

Under the Young Persons Regulations, the employer must also inform the parents of the young person under the MSLA of the key findings of the risk assessment and the control measures taken.

Note: There is scope to involve organisations such as schools, colleges and other work experience agencies in getting information to parents/guardians of any young person seeking placement.

Safety information will be passed directly from The Business to the young person's parent/guardian, however, the employers must be confident that this would be done.

Training and Supervision

Young people need training most when they start a job they need to increase their capabilities and competencies to a level where they can do the work without putting themselves and others at risk.

The manager or supervisor of the young person will ensure that they receive a suitable induction on arrival and are given instruction on the following areas:

- Workplace hazards and potential risks of harm
- Control measures in place to protect their health and safety
- Welfare facilities, first aid arrangements and fire evacuation procedures

Evidence of this induction should be recorded on the local induction checklist. It is important that the young person receives suitable supervision and that any other colleagues provide care and support in protecting this person while they are in the working environment.

Prohibitions do not apply to Young People over MSLA who are doing work necessary for their training – provided that they have proper competent supervision and that the risks are reduced, so far as is reasonably practicable, in line with current health and safety legislation. Prohibitions still apply to work experience.

Limits on Working Hours, Rest From Work and Paid Annual Holidays

The Working Time Regulations, 1999 (as amended) apply to all workers, with some additional provisions available for young workers (below 18 years but above the MSLA).

Young workers and those under the minimum school age on approved work experience schemes have special rights under the Working Time Regulations, which differ in the following ways:

- A limit of eight hours working time a day and 40 hours a week (unless there are special circumstances)
- Not to work either between 10pm and 6am or between 11pm and 7am (except in certain circumstances)
- 12 hours' rest between each working day
- Two days' weekly rest and a 30-minute in-work rest break, when working longer than four and a half hours

If, on any day, or, as the case may be, during any week, a young worker is employed by more than one employer, his working time shall be determined by aggregating the number of hours worked by him for each employer. For these purposes, a week starts at midnight, between Sunday and Monday (NB school or college time does not count as work unless it is part of job related training).

Apprentices over the age of 18

Apprentices over the age of 18 are not permitted to lone work at anytime whilst on any clients premises, unless a risk assessment has been carried out for the apprentice to perform tasks approved by the apprentices Direct Line Manager and or HR Director.

Dynamic Risk Assessments

Young persons & Apprentices must carry out a Dynamic Risk for each day and for every task prior to that task commencing. The Dynamic Risk Assessment should always be carried out in the vicinity of where task is being carried out.

Travelling to and from Workplace

Young persons & Apprentices must only travel from home to the workplace (Office / Site) and then travel back home. No other travel is allowed to other workplaces (Offices / Sites). The young person's / apprentices working day must be pre planned to ensure single journeys to the workplace and home is adhered to. Young Persons / Apprentices may accompany other engineers in their company vehicles. Young persons / apprentices must also adhere to the company grey fleet procedure.

32.0 Legislation & Policy Statements

Refer to Legislation & Policy Statements found in the Company Shared (BMS) Folder.

- Health & Safety Policy Statement
- Environment Policy Statement
- Alcohol, Drugs and Solvent Abuse Policy
- Anticorruption & Bribery Policy
- Business Continuity Plan
- Corporate Social Responsibility Statement
- Employment Equality
- Environmental & Energy Impact & Sustainability Policy Statement
- Environmental Waste Management Policy
- Equal Opportunity, Victimisation & Harassment Policy
- Ethical Code of Practice Policy
- Information Security Policy
- Legionnaires Disease Policy
- Modern Slavery and Human Trafficking Statement
- Occupational Stress Policy
- Quality Policy Statement
- Recruitment & Employment Policy
- Refrigerant Gas Policy
- Vetting and Barring Policy
- Training Policy
- Lone Worker Health and Safety Policy
- Home Working Policy
- Data Protection Policy
- Gas policy
- G-GAS Policy

Confirmation of Health & Safety Policy and receipt of Health & Safety Codes and Practices

I have read and understood the contents herein.
And have been given the opportunity for queries or questions, I understand that this document may be limited in its content and constant updates within Health and Safety will be added as required.

I have read understood and agree to abide by the Health and Safety and policy and procedures within this document.

Signature of Engineer. Date

Witnessed by Position

Date

Head Office:
13 Avebury Court
Mark Road
Hemel Hempstead
Hertfordshire
HP2 7TA
Tel: 01442 212501

Romford Office:
Unit B3 Seedbed Centre
Davidson Way
Romford
Essex
RM7 0AZ
Tel: 020 3198 6477

Holborn Hub:
34 Red Lion Square
Holborn
London
WC1R 4SG

WE ARE **BIRDSALL.**



www.birdsall.co.uk