

# Health and Safety Procedures



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## PROCEDURES

### 1 Risk Assessments

Everyone at **ASH Integrated Services Ltd** is aware that there are risks to health and safety arising from work activities. To help control these we formally assess risks arising from our activities. We undertake and retain risk assessments as either generic that cover our routine working practices and would apply anywhere or specific to a more unusual task, activity or site. Both are performed using the risk assessment format in the appendices by a responsible person or team following this procedure:

- a) The workplace is identified.
- b) We consider the task or activity.
- c) The date the assessment is being conducted is recorded.
- d) The identity of those who are undertaking the assessment is recorded. The assessors are named. One of the assessors must be a person who has had some formal training in risk assessment including the appropriate application of the hierarchy of control measures.
- e) In column 1 of the risk assessment form, the hazards (These are 'something with the potential to cause harm') arising from the task or activity are identified, consider how the hazard will be realised, hazard effect is stated. (This is the potential injury or loss sustained. It is important to be realistic and sensible. Do not be too alarmist or blasé about the hazard effect).
- f) Identify who is at risk in column 2. The class of person at risk is selected from the list on the foot of the form. Remember that members of the public will need a much greater degree of control than our employees.
- g) Rate the severity in column 3 and the probability in column 4 from the guides in the footer. Again, it is important to be reasonable about this.
- h) The risk rating in column 5 is defined by multiplying the severity and probability.
  - I. If the rating is <5 the hazard may be considered acceptable or insignificant. Only put effort into reducing this if it is easy to do.
  - II. If the rating is between 6 and 14 inclusive there might need to be further control. In practice, these should be sought and prioritised. Apply greater control to those hazards with a greater risk rating.
  - III. When the rating is >15 it is considered unacceptable in any circumstances and must be reduced further.
- i) The control measures required or appropriate to be implemented are to be detailed in column 6.
- j) The residual risk is then to be calculated in columns 7, 8 and 9 using the same standards and principals as stated in points g) and h) above.
- k) These must be assessed as acceptable for the work to commence.
- l) If, during the assessment process, further actions or controls that could be implemented at the planning stage are identified these are recorded with the assessment distributed to an appropriate person.

- m) Any additional comments or actions identified by the personnel on site that could make the task safer are to be recorded on the assessment while on site. Note that these amendments can only be incorporated into the system of work if agreed with the suitably trained person as stated at d) above.
- n) The risk assessment is to be endorsed and accepted by the manager responsible for ensuring that the controls as defined are implemented.

The Assessment is assigned a record number to simplify document control.

## 2 Control of Substances Hazardous to Health (COSHH)

We accept that the activities of **ASH Integrated Services Ltd** will sometimes require our workers to come into contact with substances that can be hazardous to health. It is important that our workers know what these are and how to control the risks presented by the substances. Many of these will be identifiable through experience, common sense or deemed to be hazardous through legislation.

Before deciding to use a product, the Managing Director will use the hierarchy of controls to determine whether the product needs to be used at all.

The hierarchy is:

- Avoid
- Prevent
- Protect
- Other

A responsible person, who has been suitable trained, will carry out assessments on the potentially hazardous substances we encounter. This will determine the control measures we need to employ to ensure the safe handling, use, storage, and disposal of the substances and of what to do in case of emergencies. For most substances **ASH Integrated Services Ltd** encounter, a lot of the information we need for the assessment, will come from manufacturers or supplier's product and safety data sheets. The format we use to carry out the assessment is in the appendices and the responsible person will follow this procedure

- a) The task or job that will cause the hazardous substance to be encountered is identified.
- b) The area or location where the substance is likely to be encountered is identified.
- c) The person's name and title will be recorded along with the date of the assessment.
- d) The hazard posed by the substance as it will be encountered is marked off.
- e) The first aid requirements for various exposure routes are stated.
- f) The effects of the substance on the body are listed. This information could highlight the worker to instances of exposure.
- g) The source and duration of the potential exposure is considered which allows the assessor to evaluate the risk.
- h) The emergency and disposal requirements are assessed and defined.
- i) From the above information, a list of suitable and adequate control measures to ensure that the work can take place safely is set out.
- j) A review date is defined which should not be more than twelve months following the initial assessment.
- k) The assessment is given a number to ease document control.

No employee should use a chemical without a COSHH assessment and risk assessment for the task. If one is not available, they should ask the Managing Director for one and not proceed until it is produced.

### 3 Manual Handling

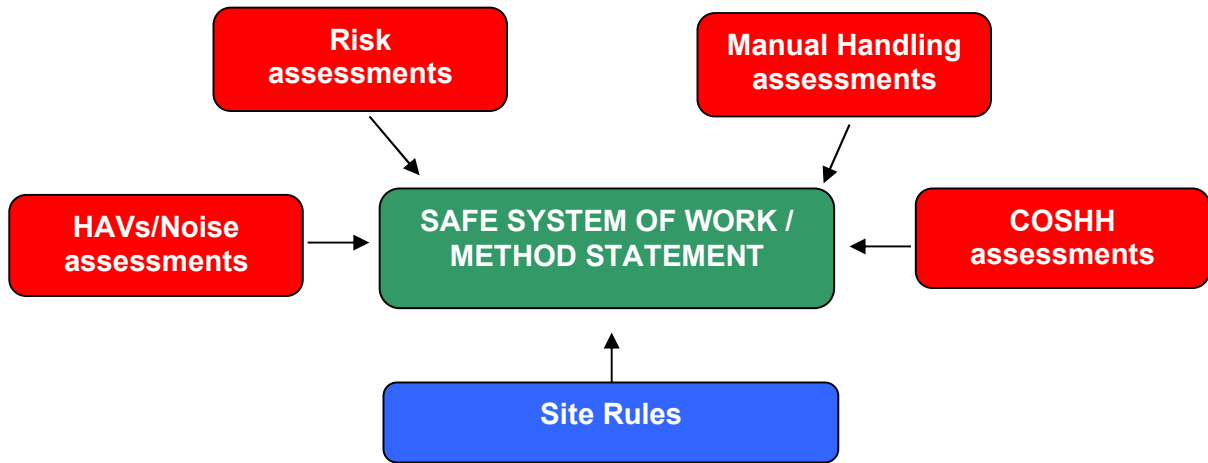
We at **ASH Integrated Services Ltd** accept that our work requires people to lift and carry items. We also understand that a significant number of personal injury incidents are attributable to such activities. We will provide guidance as detailed in the appendices to all workers with those employees expected to carry out significant handling operations receiving more formal training. Where we cannot remove significant manual handling tasks we will try and use mechanical methods to reduce manual handling, if this is not possible, they will be assessed by a responsible manager using the manual handling assessment form included in the appendices and following this procedure:

- a) The job or task is defined.
- b) The workplace is noted.
- c) The assessment team is recorded. This must include a team leader who will usually be a responsible manager who has had formal training in undertaking assessments. It is much preferred if the people who are to be tasked with the job are also included as this will develop awareness and understanding on the safety management system.
- d) The date that the assessment is being undertaken is to be recorded.
- e) The team consider if the task poses a significant risk of injury, if it can be avoided or mechanised and is the task within the guidelines in appendix 1 of the Manual Handling Regulations. This will define whether to simply carry out an assessment or to consider the task in detail then carry out the assessment.
- f) When taking into account the task in detail; the assessment teams consider several aspects of the task, the load, the environment and individual capability. The risk posed by each consideration is determined as either low, medium or high.
- g) When carrying out the manual handling assessment, if a task assessment has been undertaken the high-risk aspects should be addressed first then medium and finally low.
- h) At the manual handling assessment, the overall risk of injury is assessed.
- i) The weights involved in the task are recorded.
- j) The actions or controls required to reduce the risk to a low or insignificant level are listed and these are to be signed off when implemented which must be prior to the task being performed.

The assessment record concludes with a short reminder of basic manual handling advice

#### 4 Safe Systems of Work

- To achieve the standards that we have set out in our health and safety policy statement we have set out clear procedures, method statements or safe systems of work. These can be developed through various means with the formal route being the findings of our risk, COSHH and manual handling assessments and lifting plans being brought together with the site or clients requirements and rules.



- Our safe systems of work will be effectively communicated by the Managing Director to our workers and others who need to know of the procedure and requirements.
- The media used to effectively convey the safe system of work will include method statements, signs, memos, Tool Box Talks, newsletters and any other technique we feel appropriate.



## 5 Purchase and Hiring Equipment

- The **ASH Integrated Services Ltd** will ensure that all equipment purchased or hired on behalf of the company complies with the relevant legal requirements and displays the CE/UKCA mark displaying compliance with the relevant UK conformity assessment.
- **ASH Integrated Services Ltd** will ensure that only suitable and safe equipment and machinery is purchased or hired. This is done by considering the following points:
  - Where and how will the machine be used;
  - What will the equipment be used for;
  - Who will use it (skilled employees, trainees);
  - What risk to health and safety might result;
  - Noise and vibration levels are to be considered;
  - Potential for environmental damage;
  - Where practical compare products from different hire companies to identify the least hazardous alternative.
- When buying or hiring a complex or custom-built machine the Managing Director will liaise with potential suppliers to ensure causes of injury and ill health can be eliminated at the design stage and the necessary safeguards to control health and safety risks are implemented.
- When **ASH Integrated Services Ltd** takes delivery of equipment; the Managing Director will be informed prior to the machine, plant or equipment being put into operation.
- On delivery of any plant or equipment, a copy of the Declaration of Conformity and a set of operating instructions should be issued. If the equipment is not thought to be safe or is received without instructions, the Managing Director will contact the supplier and arrange for it to be effectively removed from service and the fault rectified.
- The Managing Director will be responsible for ensuring that all identified maintenance is implemented for the specific equipment.
- Any problems found with any equipment should, in the first instance, be reported to the Managing Director. Where appropriate he will ensure that the equipment is removed from operation until repaired or replaced.
- A register of all equipment will be drawn up and maintained.

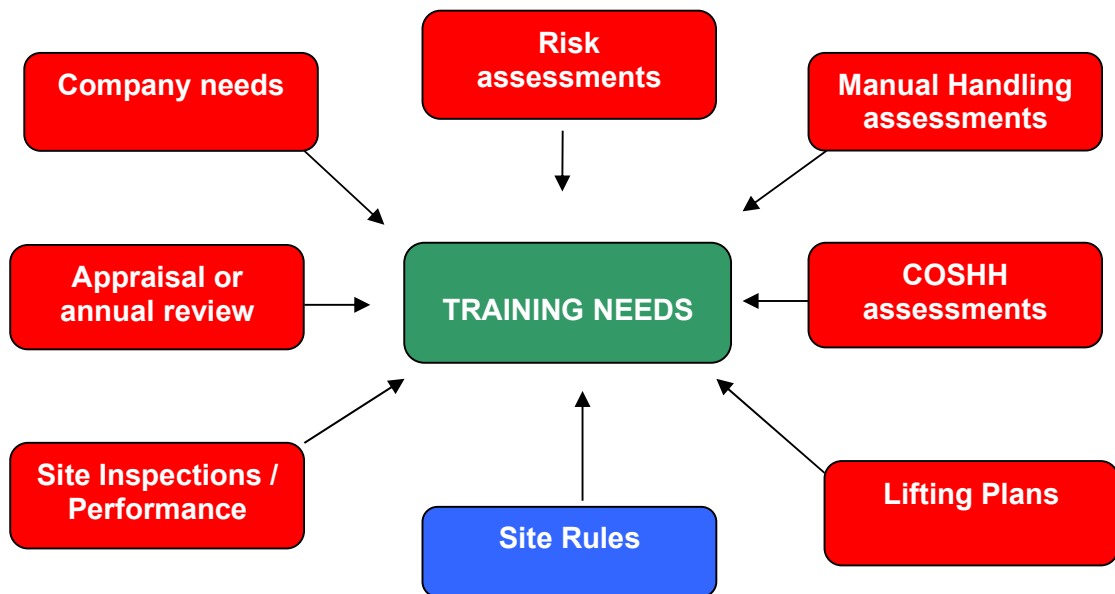
## 6 Health and Welfare Facilities

It is incumbent upon **ASH Integrated Services Ltd** to ensure all workers have access to suitable welfare facilities wherever they are engaged. The company is aware it has an obligation, and the following requirements will be adhered to:

- The Principal Contractor or Host Organisation is responsible for the supply and allocation of suitable and sufficient welfare facilities as may be required for any project.
- All canteens and drying rooms allocated for site use will be adequate and suitable for the total and maximum number of people likely to use them at any one time. They will be provided to site in a clean and tidy condition.
- Toilets and washing facilities will be equipped with an adequate supply of hot and cold or warm running water suitable for washing. There will also be an adequate supply of towels or operational hand dryers.
- Drinking water will be available at each point of work. If this is not readily available through the host organisation or by means of a suitable connection to a safe water supply, then drums may be used however they must be labelled and never used for any other purpose.
- When in use, all site facilities will be maintained in a clean and tidy condition; **ASH Integrated Services Ltd** will monitor this and report any failings to the Principal Contractor or Host Organisation.
- A person will be appointed to ensure that:
  - Canteen floors are swept and mopped.
  - Table tops are washed after each use with hot clean soapy water.
  - Cooking equipment is cleaned after each use.
  - Canteen waste is properly disposed of daily.
  - The area around the site office, canteen and toilets are kept free from obstruction, waste material and rubbish.
- If the welfare facilities are found to be in a poor condition the **ASH Integrated Services Ltd** will seek to instigate disciplinary proceedings against identified offenders. The Principal Contractor or Host Organisation will remind the users that the facilities are there for the benefit of all users.

## 7 Information, Training, Supervision and Competency

- We aim to ensure that every person who undertakes work on behalf of **ASH Integrated Services Ltd** is fully competent to carry out their work.
- We understand there is a need to train our employees on a regular basis to ensure that they are competent to fulfil their position within the company and to carry out work safely.
- On initial employment or following re-assignment **ASH Integrated Services Ltd** will give all new employees induction training.
- The Managing Director will identify further training with regard to experience and the task as identified.



- All training records and needs will be recorded on a matrix as shown in the appendices and will be kept at head office, 2nd Floor Hindsford House, Printshop Lane, Atherton, M46 9BJ.
- An annual training schedule will also be drafted by the Managing Director for all employees, and we will endeavour to accomplish it. This does not stop any employee requesting further training for his or her own development and this will be given due consideration.
- Specific jobs requiring special training are:
  - **Apprentices**
    - ◆ All aspects of the trade
    - ◆ Attend college
  - **Drivers**
    - ◆ Relevant driver's licence
  - **Supervisors**
    - ◆ Working at a height
    - ◆ Asbestos awareness
    - ◆ Hot Works
    - ◆ Manual Handling
    - ◆ Fire Awareness

- ◆ Selection and Use of Ladders
- ◆ Site Safety Awareness
- ◆ CDM Awareness
- ◆ Safety for Supervisors
- ◆ Abrasive Wheels
- ◆ Working with Asbestos
- ◆ Erection and Use of an Alloy Tower
- ◆ Use of Personal Protective Equipment
- ◆ Toolbox Talks

## 8 Consultation / Communication with Employees

- **ASH Integrated Services Ltd** is fully aware for the need to communicate at all levels. Good communication provides a solid backbone in any management system.
- The Health and Safety Committee will meet every three months to discuss health and safety issues. All employees will be represented at this forum with minutes of meetings displayed on notice boards throughout the company.
- The Managing Director will meet with any employee as and when requested to discuss any problems. Their comments or concerns are either addressed by the Managing Director or passed to Courtley Health & Safety Ltd.
- Where there is a non-English speaking worker or person affected by the activities of the company there is a requirement to make additional provisions. A risk assessment will be undertaken to assess the risk associated with verbal and written communication. There is a use a lot of pictures and graphics in our safety documentation to help convey safety messages. If there is a need, the assistance of an interpreter would be used to ensure workers have a good grasp of the health and safety implications. **ASH Integrated Services Ltd** would also encourage and facilitate the worker to take the free facility of learning English as a second language to promote the worker benefiting from linguistic integration.
- All employees work closely with their designated Supervisor. This relationship ensures close communication on all points particularly health, safety, environmental and quality matters.
- All employees have free access to the company independent safety advisers:

Courtley Health & Safety Ltd  
5 Platinum Court  
Alchemy Way  
Liverpool, L33 7XN  
Tel: 0151 545 0497  
Web: [www.courtley.com](http://www.courtley.com)  
e-mail [info@courtley.com](mailto:info@courtley.com)

## 9 Display Screen Equipment (DSE) Assessing and Monitoring

The prolonged or inappropriate use of DSE can attribute to work related upper limb disorders (WRULD) or repetitive strain injury (RSI). We will protect our employees who use such equipment for a significant part of their work from these effects as far as we reasonably can. We will do this by the following means:

- Within one month of starting work with us, an assessment will be carried out with them to ensure that the workstation is acceptable and suitable for their needs. The assessment is to include a demonstration of the adjustments the worker is empowered to make to their workstation it includes the following;
  - How to adjust the chair. Include height, base, back and arms.
  - How to adjust the keyboard
  - How to adjust the monitor. Including height, swivel, contrast, brightness and colour.
  - Issue the guidance regarding DSE use as in the appendices.
- We will re-assess the worker and workstation in the event of changes in the individual capability or where there has been some significant change to the workstation or office design or layout.
- Eye tests by a qualified optician are available to all **ASH Integrated Services Ltd** workers who use DSE as a significant part of their job. Such examinations are provided to the worker free of charge.
- People who use DSE on behalf of **ASH Integrated Services Ltd** are empowered to take regular breaks away from the equipment.

## 10 Plant and Equipment including Portable Appliance Testing (PAT)

- **ASH Integrated Services Ltd** understands that equipment will need inspecting from time to time and if identified by manufacturers, suppliers or others. A register will be kept of all equipment to ensure that inspections are completed as recommended.
- All equipment used on behalf of **ASH Integrated Services Ltd** will be inspected by the user prior to being put to work and then continually throughout use and then again before being put away. If equipment needs any maintenance users will identify this. Any problems found with the equipment should be reported without delay to a responsible manager.
- The responsible manager will ensure effective maintenance procedures are drawn up. This will include either a suitable temporary repair with a permanent repair to follow or the effective removal of the equipment from service until a permanent repair or remedy is found.
- He will also be responsible for ensuring that any maintenance procedures that are required are implemented.
- We carry out in-service inspection and testing of electrical equipment at intervals as defined and published in the Approved Code of Practice by the Institute of Electrical Engineers. The Managing Director is responsible for ensuring that this is carried out. With employees ensuring that equipment is available for inspection.
- All electrical appliances will be tagged to highlight whether they have passed or failed the testing. In addition to this a log will also be kept at head office – 2nd Floor Hindsford House, Printshop Lane, Atherton, M46 9BJ. Each log entry will show the following information:
  - Type of equipment
  - Make
  - Serial Number
  - Location
  - Visual Inspection
  - Earth Continuity Reading (Class 1 only)
  - Insulation Reading
  - Adequate Fusing
  - Date of Inspection and Testing
- If an employee finds a defective piece of electrical equipment, they will report this to the Managing Director without delay so that the equipment can be effectively withdrawn from service until an appropriate replacement or repair has been made.
- The induction training for new employees will include a demonstration and highlight the importance of user inspections and care for their equipment.

## 14 Working at Height

- Working is said to be 'at height' if a person could be injured falling from it, even if it is at or below ground level. **ASH Integrated Services Ltd** will strive to ensure, as far as is reasonably practicable, that employees working at height do so in a way that is safe and secure.
- If reasonably practicable, working at height will be avoided. When this is not practicable, the amount of working at height will be kept to a minimum and the following control measures used:
  - Where work has to be carried out at height, if possible, it should be carried out from an existing workplace with access and egress by use of the existing means;
  - Where the above arrangement is not possible **ASH Integrated Services Ltd** will provide sufficient equipment to avoid falls. This will be applied taking consideration to minimising the distance and consequences of any such fall. Where this is not reasonably practicable, every effort will be made to minimise the consequences of a fall from height;
  - Where work at height has to be undertaken **ASH Integrated Services Ltd** will provide training and instruction and take other measures to prevent any person falling a distance liable to cause personal injury.

### The Managing Director will:

- Ensure that fall protection equipment is provided and used when appropriate. This could include netting, airbags, or as a last resort, fall arrest equipment.
- With the help of Courtley Health & Safety Ltd, if required, carry out toolbox talks on safe working at height at regular intervals when such operations are taking place.
- Ensure that full restraint equipment is used by operatives during work at height where appropriate (for example, when working in a MEWP and there is a likelihood that the worker may lean out of the safe working area).
- Ensure that any fall protection equipment is used as directed by the manufacturer / installer of the equipment and will make certain that hard hats are worn on-site at all times when work overhead is being conducted.
- Operatives who use the equipment will ensure that any access equipment (ladder, tower scaffold, platform etc.) will be checked every time after it has been assembled and/or installed, and before it is used. Operatives will ensure, so far as is reasonably practicable, that each place at which work is to be done at height is checked on every occasion before work commences. This involves checking the stability of the surface the access equipment is standing on or resting against, and parapets, permanent rails etc. as required.
- Such equipment will in addition be inspected as often as necessary to ensure safety, and in particular to make sure that any deterioration can be detected and remedied in good time.
- Any faults will be reported to the Managing Director, and the piece of equipment in question removed from service immediately.



## 15 Safe Use of Ladders

- Ladders or stepladders will be chosen for working at height only if they are deemed to be the correct equipment for the task in hand.

### The Managing Director will:

- Ensure that any work which cannot be comfortably reached from a ladder while maintaining at least three points of contact shall not be undertaken from a ladder.
- Ensure a risk assessment on the task has been completed to determine if a ladder is suitable for the works.
- With the help of Courtley Health & Safety Ltd, if required, carry out toolbox talks on the selection and use of ladders and will include the following points:
  - The foot of the ladder will be supported on a firm level surface and must not rest either on loose material or on equipment to gain extra height.
  - The top of the ladder will be securely fixed to the structure so that it cannot slip. While lashings etc. are being secured, the ladder must be footed.
  - Ladders fitted with a proprietary spreader arm may be used, provided the following conditions are met:
    - ◆ The ladder is fitted with non-slip feet
    - ◆ The ladder is based on a firm level surface which is not slippery
    - ◆ The ladder is erected at a safe angle (1: 4)
  - Where it is not practicable to lash the ladder, a person should foot the ladder until the user has returned to the bottom. However, footing is not considered effective for ladders longer than 5m.
  - Different grades of ladder are available but only class 1 will only be used on construction sites and class 2 will be used for lighter trades such as decorating.
  - Before using a ladder, it will be inspected to ensure it is in good condition. Damaged ladders are to be effectively removed from service and will never be used.
  - The ladder will be of the correct length unless there is a suitable handhold to reduce the risk of overbalancing.
  - Ladders will never be placed against plastic gutters or other such lightweight surfaces. The top of the ladder must rest against a solid surface.
  - Heavy items will not be carried up a ladder. Heavy or awkward loads shall be raised to the working platform by other means

## 16 Mobile Tower Scaffolds

- There are a number of prefabricated towers available that are used by **ASH Integrated Services Ltd**. The manufacturer or hire company from where we have sourced the towers should provide an adequate instruction manual or erection guide for each type. The supplier should pass this information onto the user of the tower. Where this information is provided it must be closely followed.
- Mobile tower scaffolds will only be used for works for which they are suited. These are generally light duty, short duration tasks. If the work will put varying loads onto the temporary structure or the working platform will be in place for some time, then a tube and fitting scaffold will be used.
- Only those employees who are competent and trained in the safe erection and use of mobile tower scaffolds shall be engaged with the task.
- If the information on maximum height to at least base ratio is not available in the manufacturers or supplier's information, the Managing Director will assume that towers may only be erected to a height of twice the base length.
- Any sheeting, tying or exceeding manufactures free standing height limitations should only be completed and inspected by a competently trained person. (PASMA trained does not make a person competent to do this).
- The Managing Director will arrange for any training requirements.

## 18 Drivers of Cars and Vans and their Responsibilities

- **ASH Integrated Services Ltd** understands that it has a responsibility to purchase or hire suitable vehicles and they will need inspecting, servicing and maintenance from time to time in line with the recommendations of manufacturers. Employees that drive vehicles on behalf of **ASH Integrated Services Ltd**, whether owned or hired by the company or the driver must observe the Highway Code.
- A log will be maintained of all company vehicles to ensure all inspections, servicing and maintenance is carried out to maintain the vehicles in a roadworthy condition and in accordance with the legislation for the particular vehicle. A log of defects will be maintained by the drivers and defects that adversely affect the handling or legality of the vehicle. A vehicle with a defect that makes the vehicle unsafe or illegal will be reported to the manager responsible and withdrawn from use until the defect is rectified. Employees will undertake a daily inspection of the vehicle they are to drive and record in the defects log all relevant defects and re-inspection will be undertaken if circumstances warrant.
- Employees will not drive a vehicle under the influence of alcohol or drugs. Employees involved in driving will be made aware that heavy drinking the evening before may result in them still being under the influence of alcohol and “over the limit”. Employees are not to drive while taking a course of medication that might impair their judgement. Drivers will be reminded that they must be able to satisfy the eyesight requirements.
- The company will check the competency of the driver and current validity of the licence to drive the vehicle and endorsements on driving licences on induction, annually and at other times as required and will add the driving licence check onto the training needs matrix.
- The company and all employees will endeavour to ensure unnecessary journeys are not undertaken during periods of inclement weather. The company endeavours to ensure employees are not driving long hours and driving long distances will be kept to a minimum if possible. Where possible two drivers will be used on long journeys. If two drivers are in the vehicle on a long journey driving should be shared as much as possible. Lone drivers will stop driving and park in a safe place if they feel tired. Stops and refreshments will be used to break up long journeys.
- The company will plan work schedules with enough time so there is no need for any employee to exceed the speed limit, but the Company understands that traffic conditions can lead to delays. Employees should therefore set out on journeys in enough time to remove the need to speed and are not to exceed the speed limit or drive at a speed excessive to the traffic and conditions.
- All employees of **ASH Integrated Services Ltd** are aware that the use of a mobile phone whilst driving on a public highway can potentially distract the attention of the driver is also against the law (this is covered further in the arrangements). Provided that a phone can be operated without holding it, then hands-free equipment may be used by the employees whilst driving, though the user must still retain proper control of the vehicle whilst using the equipment. Passengers are not to distract the attention of the driver.
- Workers are to adopt defensive driving when on the road.
- In the event of a Road Traffic Accident (RTA), workers will collect details without any statement that could jeopardise further legal proceedings.
- All employees will co-operate with any rules relating to the use and driving of vehicles laid down by **ASH Integrated Services Ltd** or Host Organisation.

As drivers, you must ensure that:

***Before you travel***

- Prepare yourself
- Plan your journey
- Check your vehicle

***While driving***

- Look out for cyclists
- Indicate clearly and in good time
- Leave space

***Prepare yourself***

- Refresh your knowledge of the Highway Code
- If you need glasses (or contact lenses) to meet the Highway Code's minimum vision
- Be particularly vigilant around schools

***Plan your journey***

- If you can't avoid cyclist commuter routes, try to travel at less busy times
- Be particularly vigilant around schools

**CHECK YOUR VEHICLE (MIST)**

***Complete a walk-round check to ensure that***

- Mirrors are clean, correctly adjusted and set to minimise blind spots
- Indicators are working, clean and can be seen
- Signs for cyclists are clean and easily visible
- Technology, including Fresnel lenses, side proximity sensors, blind spot cameras and sideguards, is fitted correctly, working and clean

***Look out for cyclists***

- Keep checking for cyclists, pedestrians and motorcyclists who may weave through stationary traffic
- Check your mirrors for cyclists before you indicate, vary your speed or change direction
- Keep scanning your mirrors when approaching junctions in case a cyclist enters your blind spot
- Before pulling away from junctions look over the dashboard (even if you have a Class VI mirror fitted) and try to make eye contact with cyclists so they know you've seen them
- Check your nearside blind spot every time you turn left
- Check over your shoulder for cyclists before opening your door to ensure it doesn't open into their path

***Indicate clearly and in good time***

- Indicate your intentions clearly when turning or changing lanes, even if you don't think anyone is near you
- Indicate in good time to allow others to react

- Turn off your indicator once you have completed your manoeuvre to avoid giving false information to others

### ***Leave space***

- Give cyclists plenty of space so that they can manoeuvre to avoid potholes, drain covers or car doors
- When overtaking, give cyclists and motorcyclists at least as much space as you would a car
- Do not cross stop lines or encroach on Advanced Stop Lines
- Cycle lanes are for cyclists; do not drive or park in a cycle lane marked by a solid white line while it is operational, or drive or park in one marked by a broken white line unless it is unavoidable

## 20 Electricity

- **ASH Integrated Services Ltd** knows that unlike most other hazards that can be seen felt or heard, there is no advance warning of danger of electricity.
- All employees will be instructed to treat all electrical installations with the utmost care and be under the control and supervision of experienced competent persons.
- The site generator will supply electricity to areas where public supply is not practicable or uneconomic.
- When a generator is used, attention will be given to siting in order to minimise noise and fumes.
- The supply, fitting, commissioning and inspection of the electrical fittings or installations will be carried out in accordance with BS7671 (IET Regulations) by a competent person.

## 22 Asbestos

- **ASH Integrated Services Ltd** recognises that work with asbestos and materials containing asbestos can be dangerous and that every precaution must be taken to ensure that anyone who may be affected by such work is protected.
- **ASH Integrated Services Ltd** is aware that a dangerous environment can be prevented if the correct precautions are fully carried out.
- Prior to the commencement of any work in an unknown environment, a request for sight of the asbestos refurbishment / demolition survey is to be made to the client or their appointed representative. This is to be examined to identify if the intended work tasks, including associated temporary works, interfere with the previously identified material.
- Many buildings and structures on which **ASH Integrated Services Ltd** work are of an age and will often contain varying amounts and types of asbestos. Therefore, **ASH Integrated Services Ltd** will ensure that before works such as refurbishment or demolition begin in any area where asbestos is thought to be present, an asbestos refurbishment / demolition survey will take place to identify the types and locations.
- All operatives will co-operate with owners or managers of other premises regarding the management of asbestos in their premises. If a substance is found that may be asbestos or asbestos containing material that has not been identified they will cease work and cordon off the area, it will be reported to the managers of that building without delay. Such findings will be recorded in the appropriate asbestos registers. Before works such as refurbishment or demolition recommence in any area where asbestos is thought to be present, a survey will take place to identify the types and locations.
- We will encounter asbestos cement roof sheets and wall cladding; however, it is known that asbestos containing materials can be in less expected products such as 'Artex', floor tiles or sanitary wares. As the material is potentially wide spread, we are to consider all materials to contain asbestos unless it is known to be otherwise.
- The Managing Director, with advice from Courtley Health & Safety Ltd, will undertake the asbestos risk assessments. The findings of the asbestos risk assessments will be reported to those identified in the assessments.
- Personal protective equipment will be provided by the Managing Director, who will train and ensure that all operatives can use the equipment correctly. Operatives will also be fully informed about the hazards and need for protection, detailing why the equipment is required.

When asbestos content and condition is known, removal will be in accordance with the Control of Asbestos Regulations 2012 by one of the following:

1. Specialist licensed asbestos company
  2. Notifiable non-licensed removal
  3. Non-notifiable non-licensed removal in accordance with the Asbestos Essentials published by the HSE
- All operatives who are to work with asbestos or asbestos based material will follow procedures that will be communicated from the survey, risk assessments and method statements through the Managing Director or Courtley Health & Safety Ltd.

## 23 Vibration

- Employees of **ASH Integrated Services Ltd** are expected to use plant and equipment that has the potential to cause damage to their health such as hand-arm vibration syndrome (HAVS) or vibration white finger (VWF) which is also known as Reynaud's Syndrome or whole-body vibration through the use of ride on equipment. Workers who experience 'pins and needles' when using equipment or those who suffer with finger tips becoming pale with a loss of feeling usually set off during cold are to inform the Managing Director without delay.
- Employees working with vibrating tools will be made aware of the risks of vibrating equipment and all efforts will be made to eliminate or reduce vibration exposure.
- When practical the use of vibrating tools will be eliminated through the use of automation of mechanisation of the process. This is seen when using a 'pecker' attachment on a digger instead of pneumatic breakers.
- The temperature of the workplace or hardness of the material being worked may be altered to reduce the effects of the vibration.
- **ASH Integrated Services Ltd** is committed to buying or hiring equipment which incorporates low vibration technology. This includes the active identification and removal of old or worn-out plant and equipment from sites.
- The Managing Director will ensure that equipment used on behalf of **ASH Integrated Services Ltd** is installed correctly and that regular maintenance is carried out. This will include checks on bearings, shafts, rotating parts, holding down bolts, gear teeth and ensuring cutters and blades are sharp.
- Good welfare facilities are to be maintained on all projects where vibrating plant and equipment is used.
- Work patterns are to be defined and supervised to reduce the period of exposure of particular workers to vibrating tools to a minimum. This can often be achieved effectively through job rotation amongst workers.
- Workers who are expected to use vibrating plant or equipment are trained to control risks, including;
  - Using the correct or minimum force required to apply and control the tool
  - Using warm welfare facilities. This includes taking hot drinks and washing their hands under warm water (ensuring they are properly dried).
  - Smoking increases the risk of HAVS.
  - Massaging and exercising fingers to help circulation.
- Workers who report symptoms of HAVS are to be offered health surveillance checks. Those identified as suffering from the syndrome are to be reported as required by RIDDOR.
- Anti-vibration gloves will be available to all workers who are exposed to vibrating tools.



## 24 Mobile Phones and Satellite Navigation Systems

ASH Integrated Services Ltd will ensure that all operatives

- Are aware that the use of a mobile phone whilst driving on a public highway can potentially distract the attention of the driver and is also against the law.
- Are aware that mobile phones are switched off whilst driving. Voicemail, message service or call diversion arrangements can be used so that messages can be left when the phone is switched of.
- Know to find a safe place to park and switch off the engine of the vehicle before using a mobile phone. This should not be on the hard shoulder of a motorway, except in an emergency.
- Provided that a phone can be operated without holding it, then hands-free equipment may be used by employees whilst driving, though the user must still retain proper control of the vehicle whilst using the equipment.
- Avoid taking calls on a hands-free phone whilst driving, but if they must, they should end the conversation quickly.
- Who are driving or using vehicles or plant on site should not use mobile phones whilst the vehicle or plant is running.
- Co-operate with any rules relating to mobile phones laid down by the Host Organisation or Principal Contractor whilst on site. This might include using mobile phones only in designated areas, or not using mobile phones at all in the work areas.
- Are aware that the use of a Sat Nav whilst driving on a public highway can potentially distract the attention of the driver and is also against the law.
- Know to find a safe place to park and switch off the engine of the vehicle before attempting to use a sat nav. This should not be on the hard shoulder of a motorway, except in an emergency.
- Ensure that when positioning the sat nav that their view of the road is not obstructed in any way. It should be within the line of site to ensure the head does not have to be turned excessively to see the device.
- Ensure that if the sat nav is detachable that it is always removed prior to exiting the vehicle and never left unattended

## 25 Young Persons

- Where young persons, under the age of eighteen years, are employed a risk assessment will be conducted and it will take particular interest in the lack of experience, lack of awareness of risks and immaturity of the young person. Risk assessments will focus on the following hazards:
  - Exposure to agents that are toxic, e.g., radiation
  - Failure to realise the hazards associated with their work either to themselves or others around them
  - Having a short concentration span.
  - Failing to maintain safe system of work.
  - Failure to appreciate their individual capability leading to over exertion.
  - Working in extreme environment, noise, heat, cold and vibration, leading to total loss of concentration.
- Where it is not possible to guarantee the safety of a young person from the possible risks from the above, the young person should not be employed.
- The following information will be given to the young person's parent or guardian before employment begins.
  - The risks to his health and safety identified by the assessment;
  - The preventative and protective measures.
- Be responsible for ensuring that the young person has read and understood the risk assessments carried out on him / her and knows who his / her designated mentor is.
- Ensure that the designated mentor has adequate qualification and experience within the industry and is competent to carry out this role.
- The mentor will ensure that the procedures and control measures in the risk assessment are followed and when necessary, remove the young person from the work area.

## 26 Visitors to Site

**ASH Integrated Services Ltd** will ensure:

- All visitors have reported to the Site Office and completed an entry in the attendance sheets.
- The visitor is accompanied until they are fully aware of all safety and emergency procedures.
- All visitors are issued with the correct personal protective equipment and shown how to wear them correctly.
- Persons visiting from the authorities are accompanied at all times.

## 28 Lone Workers

- **ASH Integrated Services Ltd** will ensure prior to being requested that the worker is competent and able to work alone. In addition, all lone workers must be fit and healthy, and will undergo medical assessments on a regular basis.
- Where persons are employed to carry out lone work; a risk assessment will be conducted and will consider the task, environment and experience of the worker. Risk assessments will focus on the following hazards:
  - Accident, injury or illness
  - Failure to realise the hazards associated with their work either to themselves or others around them
  - Failure to maintain a safe system of work.
  - Failure to appreciate their individual capability.
  - Physical violence.
- Where the safety of a lone worker from all the above possible risks cannot be ensured, lone work should not be carried out.
- The following information is given to the lone worker before the task begins
  - The risks to their health and safety identified by the assessment;
  - The preventative and protective measures required to ensure their safety.
- The company understands the need to stay in communication with the lone worker and will therefore issue a fully operational and charged mobile telephone. The lone worker is to carry this at all times.
- The lone worker must be fully aware of emergency procedures in the location that they are working.
- Lone workers are to be provided with access to a first aid kit sufficient for the treatment of minor injuries.
- The Managing Director will keep in regular contact with the lone worker at least twice per day (am and pm) and make one site visit per day if practicable. The lone worker will contact the office to report at the end of their shift.

## 29 Protection of the Public

- Areas open to members of the public will be inspected regularly to identify and remedy any failings in standards of housekeeping or safety.
- An employee of **ASH Integrated Services Ltd** will supervise the area whenever it is open to the public.
- All presentation furniture and materials will be subject to a risk assessment before exposure to the public.

## 30 Contractor Control

### ***Sub-Contractors***

- When **ASH Integrated Services Ltd** uses sub-contractors, these will work to the same standards as those people who are directly employed by the organisation. The sub-contractors used will be either bona fide organisations or suppliers of labour only.
- Should any sub-contractor or employee of a sub-contractor have any concerns regarding health and safety performance on any **ASH Integrated Services Ltd** project they are to raise this with the Managing Director, who will investigate and act appropriately on their concerns?
- Any 'near misses, property damage or injury sustained by any sub-contractor must be reported to the Managing Director without delay. Failure to report any incident in a timely manner will be sufficient grounds for removal from our list of approved sub-contractors.

### ***Bona Fide Sub-Contractors***

- These will be engaged to deliver a service or product. The exact system of work to be used to ensure the delivery will be at the discretion of the employer in each case.
- These sub-contractors will be drawn from an approved suppliers' list. To gain access to this list the supplier must undergo a three-stage assessment.
  - The first part of the assessment will be the completion of a competency assessment questionnaire. This document will be examined by the Managing Director, who will approve or return the questionnaire to perspective sub-contractors for further information. Only when this documentation is in the possession of the company with copies of supporting documentation can the sub-contractor be engaged.
  - The second part of the assessment will take place throughout the first project given to the sub-contractor. This will include close supervision of the sub-contractors work and activities by the Managing Director. On completion of the first project a review will take place with the client and the sub-contractor as appropriate with a view to confirm their continued inclusion on the approved list. Should their performance fall below the standards expected they would be removed from the list of approved suppliers.
  - The third stage of approval will be through a continual monitoring process of their performance. This will include gathering 'feed back' from the Managing Director, clients and our safety advisors.
- Method statements must be forwarded to the company detailing the safe system of work to be employed on company projects. This must include specific risk, COSHH and manual handling assessments as relevant. This documentation must be forwarded prior to the commencement of works to a company manger that will assess the suitability of the systems as described.

### ***Labour Only Sub-Contractors***

- These individuals will generally be paid on an hourly or daily basis. The system of work they will use to achieve their tasks will be developed by the company.
- The plant and equipment used by labour only sub-contractors on company projects will be maintained to the same standards as company held equipment.

- Work must be carried out in accordance with the systems detailed in company policies, statements and assessments.

### 31 Personal Protection Equipment (PPE)

- The Managing Director will be responsible for ensuring that **ASH Integrated Services Ltd** maintains a suitable stock of the various types of PPE used on behalf of the company. This is to ensure the ready availability of the most commonly used equipment.
- All PPE purchased for use on behalf of **ASH Integrated Services Ltd** will be manufactured to relevant standards and bear the UKCA/CE mark
- Each employee will be provided with suitable and sufficient PPE at the start of their employment. This could include but is not limited to the following;
  - Hard hat
  - Safety footwear
  - Rigger gloves. Latex gloves
  - Harnesses and lanyards
  - Flame proof overalls (Welders only)
  - Sweatshirts, trousers, tee shirts,
  - Wet weather wear
  - High visibility jackets or vests
  - Light eye protection (safety specs)
- The equipment issued to each individual will be recorded in the PPE Register that is held in the stores.
- All items of PPE are subject to regular inspection and recording as follows:

Item	Individual User	Third party inspection	Independent thorough inspection with certificate
Harness	Prior to each use	Monthly: To be recorded	Every 6 months*: certificates to be retained on site
Lanyard	Prior to each use	Monthly: To be recorded	Every 6 months*: certificates to be retained on site
Hard hat	Daily	Every 3 months	None
Safety footwear	Daily	Every 3 months	None
Gloves	Daily	Every 3 months	None
Overalls	Daily	Every 3 months	None
Eye protection	Daily	Every 3 months	None
Wet wear	Prior to each use	Every 3 months	None
High visibility clothing	Daily	Every 3 months	None

- Unsuitable or damaged equipment will be exchanged at the stores before employees can receive new. Again, this will be recorded in the PPE Register.
- On provision of the equipment the Managing Director will ensure that employees can wear the kit correctly. Training will be given in the appropriate use of PPE to workers unfamiliar with the equipment or those who fail to use equipment properly.
- The Managing Director will ensure that the PPE to be used on projects are stored correctly. Employees

must ensure that the equipment provided is cared for; this includes cleaning and appropriate storage when not in use.

- PPE will be worn when identified as required by risk assessment, site rule or common sense.

*\* For new equipment, record the serial number of each item on the delivery note or receipt until the certificate of conformity is received from the supplier.*

### **Head Protection**

The Managing Director will ensure that:

- All personnel operating on sites have head protection available to them.
- Where there is a foreseeable risk of head injury from falling or swinging objects or striking the head against something then head protection will be worn.
- Through their site health, safety and welfare inspections, undertaken by Courtley (Health & Safety), ensure that all personnel on site are wearing the correct head protection.
- Will carry out any assessments. During the assessment, due thought must be given to compatibility between head protection and other items, and a system must be in place to report loss/defect.

### **Foot Protection**

- The Managing Director will ensure that:
- Ensure that all personnel are provided with the correct foot protection dependent upon the risk.
- Through their site health, safety and welfare inspections, undertaken by Courtley (Health & Safety), will ensure that all personnel on site are wearing the correct foot protection.
- That foot protection conforms to the Principal Contractor's site rules prior to works beginning.

### **Hearing Protection**

- Exposure to high levels of noise over long periods can cause damage to the hearing. Those persons who use noisy work equipment and those in the vicinity of this should be protected. The noise at work regulations requires adequate assessment and reduction of the risk of hearing damage, together with reduction of noise exposure starting with engineering controls.
- To combat the harmful effects of noise that cannot be reduced at the source, it will be necessary to provide information and training for employees, and to use manufacturers and others to provide noise data.

The Managing Director will ensure that:

- All employees exposed to noise that cannot be reduced at source wear hearing protection
- The safe storage of hearing protection.
- The Managing Director or Courtley Health & Safety Ltd will carry out any noise assessments. During the assessment, due thought must be given to compatibility between hearing protection and other items,



and a system must be in place to report loss/defect.

- The results will be reviewed, recorded and monitored by the Managing Director and Courtley Health & Safety Ltd.
- If there is doubt as to whether hearing protection is required, the Managing Director will assess whether a noise assessment is necessary.

## 32 Respiratory Protection

- **ASH Integrated Services Ltd** will ensure that all personnel are provided with the correct respiratory protection dependent upon the risk.
- To combat the harmful effects of Dust, particles, chemicals or bacteria that cannot be reduced at the source, it will be necessary to provide information and training for employees to wear the correct respiratory protection in the correct manner and that they are aware of the fitting requirements.
- All personnel required to wear close fitting respiratory protection will be clean shaven and have undertaken face fit testing to ensure it is suitable for the individual operative. Personnel who have facial hair who are required to wear respiratory protection will be provided with air fed protection
- The Managing Director and Courtley Health & Safety Ltd through their site health, safety and welfare inspections will ensure that all personnel on site are wearing the correct respiratory protection.
- **ASH Integrated Services Ltd** will ensure that respiratory protection conforms to OM 2009/03 Appendix 4 – European Standards and Markings for Respiratory Protection and the Principal Contractor’s site rules prior to works beginning.
- The Managing Director or Courtley Health & Safety Ltd will carry out any assessments. During the assessment, due thought must be given to compatibility between respiratory protection and other items, and a system must be in place to report loss/defect.
- The Managing Director will ensure the safe and correct storage of respiratory protection.
- If there is doubt as to whether respiratory protection is required, the Managing Director will assess whether respiratory protection is necessary.
- The Managing Director will ensure those personnel that have been exposed to harmful substances will undertake medical assessments to include lung capacity and peak flow tests or x-rays as required.

### 33 Safety in the Sun

- **ASH Integrated Services Ltd** is aware of the links between skin cancer and exposure to harmful ultraviolet rays from the Sun. We will ensure that our operatives are provided with information and training to make them fully aware of the dangers. Operatives will be issued with the following advice:
  - When practical, stay in the shade during the hours that the Sun is strongest (11am – 3pm). Do not sunbathe over lunch.
  - Take steps to make sure that you do not burn – sunburn is a sign that skin has been damaged by the sun.
  - Always cover up – wear a long-sleeved shirt, long trousers, and head covering.
  - Use a high factor sunscreen (factor 15 or above) on exposed body parts.
  - Operatives are to keep well hydrated

## 34 Noise

- All operations or work environments where **ASH Integrated Services Ltd** are engaged where there is the potential for excessive noise are to be considered and assessed to determine the level of risk. We will consider the type and duration of the noise.
- All personnel associated with **ASH Integrated Services Ltd** will take reasonable steps to reduce excessive noise at work as source. This could be achieved by;
  - Purchase of equipment and machinery that is as quiet as reasonably practical
  - Use of less noisy machines or methods of working.
  - The use of mufflers and exhaust silencers.
  - Relocating machinery, such as behind things or turning it to redirect the noise.
  - Ensuring doors are closed on compressors
  - Regular servicing of equipment.
  - Turning equipment off when not in use.
  - Reducing the time operatives are exposed to noise.
- Where personal exposure reaches the lower action value of a daily or weekly exposure level exceeding 80 dB(A) with a peak sound pressure of 135 dB when not taking into account any hearing protection there will be;
  - Hearing protection available on request
  - Provision of information and training on the dangers of noise and the correct use and care of hearing protection.
- Where personal exposure to noise without taking account of any hearing protection reaches the upper action value of 85 dB(A) with a peak sound pressure of 137 dB there will be hearing protection zones identified where there will be:
  - Mandatory use of hearing protection. Several types of protection will be made available to account for the personal preference of the worker.
  - Access to audiometric testing or hearing checks by a doctor.
  - Signs displayed to restrict access to the area with the environment clearly defined as a hearing protection zone.
  - A programme of measures designed to reduce the noise will be introduced.
- **ASH Integrated Services Ltd** will ensure the exposure limit values of 87 dB (A) with a peak sound pressure of 140 dB will not be exceeded.
- Noise assessments are available through Courtley Health & Safety Ltd. The assessment process will identify those workers at risk of hearing damage and prepare an action plan to propose methods of controlling the noise. The assessment will also identify the daily personal noise exposure (LEP, D) of workers and identify measures to be adopted in order to comply with legislation.
- Following any assessment, **ASH Integrated Services Ltd** will keep appropriate records and review the assessments. An action plan will be identified to control excessive noise. This could include the provision of hearing protection until more suitable engineering controls are put in place.

## 35 Drugs and Alcohol

- It is the responsibility of all **ASH Integrated Services Ltd** management and employees to ensure that the persons in their control are not under the influence of drugs or alcohol whilst in the workplace. Any employees who feel they, or a colleague are under the influence of drugs or alcohol must make this known to their manager at the earliest opportunity.
- The intention of the management in the first place is to ensure support is available to any employee or manager who has an alcohol or drug problem. Assistance will be given through occupational health or through National Drug Help Line on 0800 776600. The same confidentiality and support will be given to an employee with a drug problem that is given to any employee with any other medical or psychological condition. It is understood by the management of **ASH Integrated Services Ltd** that they have a duty to ensure the safety of the person with the alcohol or drugs problem as well as others affected by the actions of the company, so it may require disciplinary action to be taken and after following the correct procedures, even dismissal.
- The management may from time to time require employees to undertake drink and drugs tests either on a random basis or on the basis of it being suspected that the employee is under the influence of drugs or alcohol during work.
- Any employee suspected of being under the influence of drugs or alcohol will be refused entrance to the workplace. Any employee in a workplace under the control of **ASH Integrated Services Ltd** who appears to be under the influence of drugs or alcohol will be removed. Further action will be assessed on the circumstances of the individual event. All persons found to be under the influence of drugs or alcohol in the workplace where there is a potential hazardous situation such as driving or operating machinery whilst in the employment of **ASH Integrated Services Ltd** will face a disciplinary hearing which may lead to disciplinary action or dismissal.
- Alcohol is not permitted in any workplace, onto any site or office under the control of **ASH Integrated Services Ltd**.
- Any employee taking prescription drugs that may affect their work, their safety or the safety of others must inform management.

### 36 Dermatitis

- Dermatitis is the result of a reaction between the skin and harmful substances that it comes into contact with. The prevention is simple. Ensure that contact with the harmful substance is avoided by using an alternative substance or protective clothing. Good hygiene and barrier creams are also an effective means of prevention.
- The Managing Director will:
- Carry out the COSHH assessments that identify control measures required prior to the use of the substance.
- Ensure that all control measures are in use at all times during use and during site health, safety and welfare inspections.

### **38 Psittacosis**

- Where operatives might come into contact with birds or bird droppings, a risk assessment will be completed and will be discussed with all those on site by the Managing Director.
- All personnel who work in an area where birds or bird droppings may be present are to wear clean dust masks, disposable overalls that should be discarded on completion of the works, and gloves.
- The control measures identified will be followed at all times. The Managing Director will ensure this.

### 39 Tetanus

- **ASH Integrated Services Ltd** is aware that when breaking new ground, construction workers are at risk from organisms infecting wounds.
- All personnel operating on construction sites will be encouraged to arrange an appropriate course of immunisation with Tetanus Toxoid through their general practitioner.



#### 40 HIV & Hepatitis - Sharps

- Where refurbishment work is carried out in areas where there is knowledge or expectation of drug abuse there is likelihood that drug related paraphernalia might be discarded. Equipment the likes of hypodermic needles or razor blades could be contaminated with the body fluids of the drug user and as such there is a slight risk of infection should you come into direct contact. In the event of such equipment being identified the local authority is to be contacted and removal of the items arranged. In the meantime, a conspicuous marker should be placed over the item. When it is necessary for **ASH Integrated Services Ltd** employees to move such equipment, heavy-duty gloves and overalls will be provided by the [POSITION], to give protection against cuts and suspected items should be removed with the use of a grabber.
- All sharps **must** be disposed of in the proper, clearly marked sharps container, **NOT ELSEWHERE**

##### ***On finding a Sharp:***

- Do not touch it.
- Mark the exact location by placing a cone or upturned bucket over the sharp.
- Bring the yellow sharps container to the location. Do not carry the sharp to the box.
- Using the grabber pick up the sharp and deposit into the box.
- Use the grabber to check that the sharp has been deposited deep into the container.
- Using the grabber carefully check the area for further sharps.

##### ***Procedures in the event of a needle stick injury:***

This procedure applies to any person who gets pricked by a hypodermic syringe needle

- Let the wound bleed.
  - Do not cover the wound with a plaster.
  - Squeeze the wound but do not suck it. This will encourage any possible infection to leave the body.
  - Wash the wound with soap and warm water.
  - After washing, report the incident to the Managing Director or another responsible person.
  - Go immediately to the casualty department of the nearest hospital and tell them of the circumstances of your accident. Immediate attendance is important – by the following day a possible infection may produce adverse effects in the body.
  - As soon as practical, report the outcome of your hospital visit to the Managing Director and your General Practitioner.
- The Managing Director will provide all employees that may come involved with sharps a risk assessment that includes the control measures necessary.

## 42 Smoke-free Policy including e-Cigs

- It is the policy of **ASH Integrated Services Ltd** that all our workplaces are smoke-free, and all employees have a right to work in a smoke-free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all employees, consultants, contractors, customers or members and visitors.
- The company has identified there is no parameters or controls regarding e-cigarettes so include e-cigarettes in the prohibition of smoking in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all employees, consultants, contractors, customers or members and visitors.
- Overall responsibility for policy implementation and review rests with the Managing Director. However, all staff is obliged to adhere to, and support the implementations of the policy. All existing employees, consultants and contractors will be informed of the policy and their role in the implementation and monitoring of the policy. A copy of the policy will also be given to all new personnel on recruitment / induction.
- Appropriate 'No Smoking' signs will be clearly displayed at the entrances to and within the premises.

## 51 First Aid

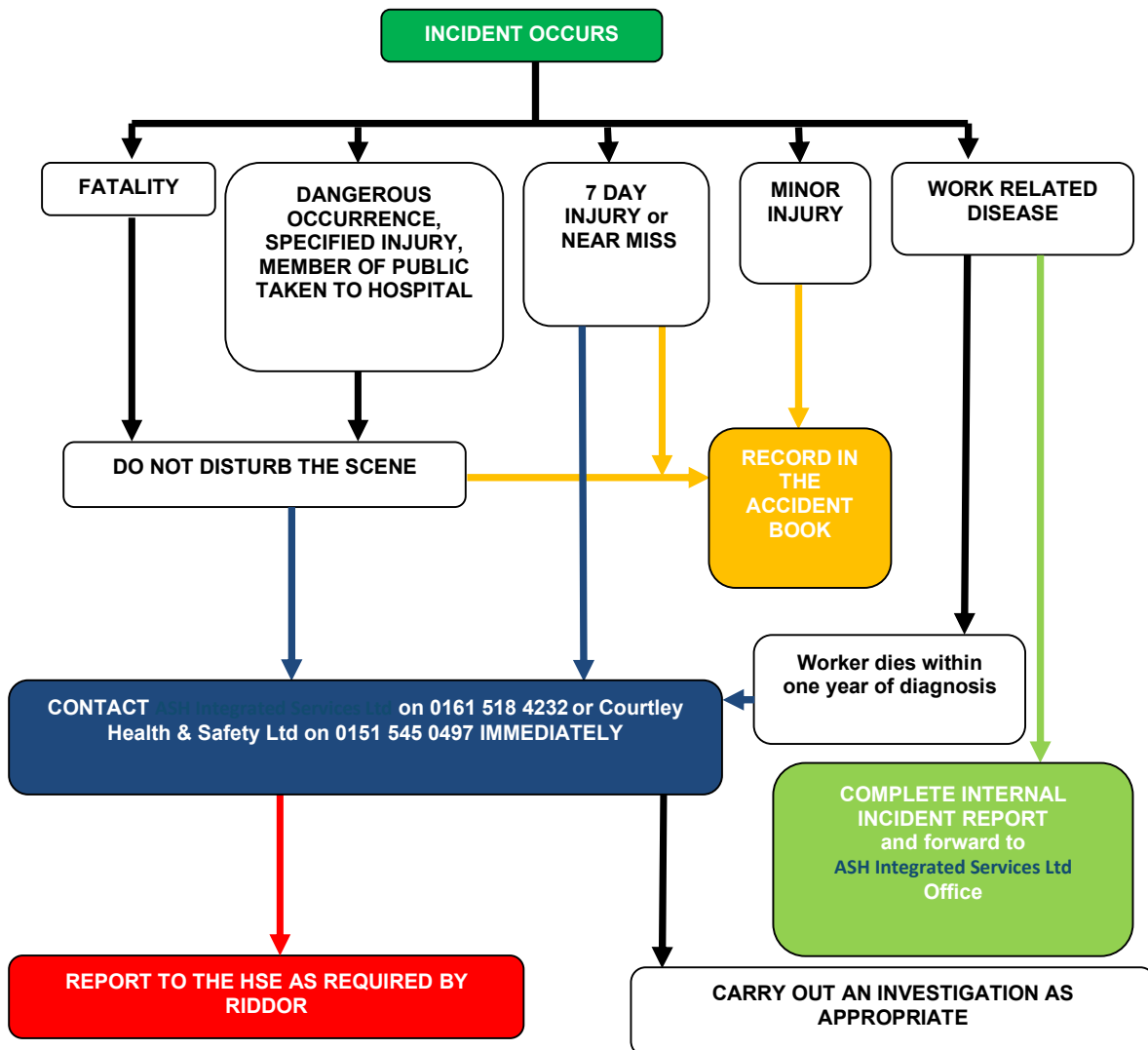
- The first aid boxes are maintained inside each company vehicle. One is also located in head office – 2nd Floor Hindsford House, Printshop Lane, Atherton, M46 9BJ.
- The minimum contents of each box will be:
  - 1 Guidance Card
  - 20 Individual wrapped adhesive dressings
  - 6 Triangular bandages
  - 6 Safety Pins
  - 6 Medium sterile dressings
  - 3 Large sterile dressings
  - 3 Extra-large sterile dressings
  - 20 individual antiseptic wipes

The above is not an exhaustive list a nominated person will be responsible for ensuring first aid containers are restocked and replenished.

- The nominated person will be responsible for assessing the number of first aiders required for the office and sites. The ASSESSMENT OF FIRST AID NEEDS form will be used to assist in the assessment of the levels of first aiders required.
- The identities of all first aiders are to be posted on signs in the welfare areas of the building and on sites.
- When working on larger projects, the name and directions to Accident and Emergency Departments of local hospitals will be included in project specific health and safety documentation.

## 52 Incidents, Emergencies and Emergency Procedures

- While we will make every effort to avoid incidents or emergencies, we recognise that such events can occur. We have set in place the following procedure for all incidents whether they result in injury, work related disease, property damage or are a near miss that has the potential for such a loss.



- All Employee details that are needed in case of an emergency will be kept at Head Office. These include: Name, Address, Date of Birth and Emergency Contact Telephone Number.
- All events are recorded to help identify trends with every personal injury being recorded in the company accident book held at the head office. All but very trivial events are investigated by a responsible manager or an independent safety adviser as appropriate. Reports are sent to the Incident Contact Centre, Clients, Host Organisations and Principal Contractors as appropriate.
- Emergencies will occur either at our workplace or on a transient site. Our workplace has been subject to a Fire Risk Assessment and the findings are being implemented. When on other sites we will cooperate with the arrangements put in place by others.
- ASH Integrated Services Ltd** is aware of the risks involved in any emergency and will put in place procedures that will be communicated to all of our employees to ensure smooth evacuations of work

areas.

#### The Managing Director

- Will ensure that all personnel who are to be engaged on the project are fully aware of the emergency procedures that have been developed by the Client or Principal Contractor.
- When there are no emergency procedures set in place or that the arrangements are unsuitable will arrange effective measures for each project that incorporate the requirements of the Client.
  - The company is responsible for ensuring that that a fire assessment is undertaken of all fixed work areas and the findings are implemented.

#### The Managing Director

- Will arrange for all escape routes to be checked daily at head office to ensure that there is nothing blocking any emergency routes.
- Will arrange for the alarms to be checked on a weekly basis to ensure that they are all working effectively.
  - Emergency evacuation exercises will be undertaken every six months to keep employees aware of the procedure and to foresee any future problems.
  - All fire extinguishers will be regularly maintained and inspected by a specialist sub-contractor.

### 53 Monitoring of Safety Performance

- The conditions that we work in, affects our productivity and quality of work that we produce. Therefore, we will ensure that working conditions and the environment are well organised and safe.
- The monitoring of safe working practices will also take place; this is the responsibility of all personnel with key roles to play in the company, including the Managing Director. Should they identify failings in the standards expected of **ASH Integrated Services Ltd** they will investigate the cause and take appropriate action. This could be to issue a Safety Non-Conformance notice to any employee, thus instigating disciplinary actions.
- Random and independent health, safety and welfare inspections are available from Courtley Health & Safety Ltd. These will include the production of a written report in PDF format. A copy of this will be emailed on site or soon thereafter and a copy sent to **ASH Integrated Services Ltd** Safety Representative and relevant site representative, who are to ensure any actions identified are completed in a timely manner. A detailed procedure for undertaking such inspections is available from our independent safety advisers.
- Clients are welcome to monitor our safety performance at any time. They are requested to enter working areas only when accompanied by a member of the **ASH Integrated Services Ltd** management team.

## 55 Permits to work

- A permit-to-work system is a formal recorded process used to control work which is identified as potentially hazardous. It is also a means of communication between site/installation management, plant supervisors and operators and those who carry out the hazardous work.
- **ASH Integrated Services Ltd** understands the issue of a permit does not, by itself, make a job safe - that can only be achieved by those preparing for the work, those supervising the work and those carrying it out. In addition to the permit-to-work system, **ASH Integrated Services Ltd** will take all other necessary precautions and evaluate other risks. **ASH Integrated Services Ltd** will identify any other risks by carrying out a task risk assessment before any work is undertaken. The permit-to-work system should ensure that authorised and competent people have thought about foreseeable risks and such risks are avoided by using suitable precautions. Those carrying out the job should think about and understand what they are doing to carry out their work safely and take the necessary precautions for which they have been trained and made responsible.
- **ASH Integrated Services Ltd** should consider a Permit-to-work system whenever they intend to carry out work which may adversely affect the safety of personnel, plant or the environment. However, permit-to-work systems should not be applied to all activities, as their overall effectiveness may be weakened. Permits-to-work are not normally required for controlling general visitors to site or routine maintenance tasks in non-hazardous areas.
- A full thorough procedure for permits to work should be produced by **ASH Integrated Services Ltd**

## 56 Fire

- **ASH Integrated Services Ltd** will ensure that 2nd Floor Hindsford House, Printshop Lane, Atherton, M46 9BJ will have a suitable and sufficient fire risk assessment, thus complying with the regulatory reform fire order. The risk assessment will be maintained and reviewed at least annually or if there are significant changes to the construction of the building, its contents or personnel.
- The risk assessment will be communicated to all staff including any significant hazards, nominated persons and escape routes.
- A fire evacuation plan will be drawn up and clearly displayed at 2nd Floor Hindsford House, Printshop Lane, Atherton, M46 9BJ. The evacuation plan will clearly highlight the escape routes, fire points, extinguisher locations, exits and the assembly points.
- The fire risk assessment will highlight the responsible person or fire warden in regard to evacuation arrangements, safety checks and fire drills.
- Fire drills will be carried out at least twice annually.
- An assembly point will be situated at a place of safety and be communicated to all staff on induction and also highlighted on the evacuation plan.
- All fire extinguishers including those in company vehicles will be serviced annually and inspected regularly for defects. All defects will be reported to management.
- All company vehicles will have an in-service fire extinguisher present, and smoking prohibited.
- All operatives attending site will receive a site induction and be aware of external fire procedures before commencing with works on site. Our operatives will adhere to these procedures or raise concerns to management if they think they are unsuitable.
- All flammables stored at 2nd Floor Hindsford House, Printshop Lane, Atherton, M46 9BJ will be in ventilated lockable containers.



## 60 Excavations and Buried Services

- All excavation work will be under the direct supervision of a competent person. They will take into consideration the variation of the nature of ground. Some soil is like fine sand in that it flows easily, and other soils are like stiff clay and are more cohesive. **ASH Integrated Services Ltd** will not rely on the soil to support its own weight and if a trench or excavation cannot be made safe by sloping or battering, they will provide a suitable form of support.
- Materials used for supports will be free from defect, of adequate strength and properly maintained.
- The **ASH Integrated Services Ltd** will ensure that the excavation does not jeopardise the stability of any adjacent structure.
- Safe and suitable access and egress routes in and out of excavations will be maintained.
- All excavations will be adequately ventilated. Gas tests will be carried out in excavations where workers must enter, and toxic atmospheres could form.
- The competent person will inspect excavations and complete a report of their findings at the start of each shift or any event likely to affect stability. They are to check for signs of movement; detecting slight distortion in timbers and supports or signs of local crushing.
- Heavy vehicles are not allowed near the edge of the excavations unless the support work has been specially designed.
- Prior to digging any excavation, a survey of the area shall be conducted by the Managing Director to assess ground conditions and identify possible service routes.
- The Managing Director will approach this examination systematically, using plans and other positive information e.g. the existence of street lamps and junction boxes. The Managing Director will contact the owners of the identified or suspected services to obtain plans indicating the line and depth of known cables. It will be noted that such information is only indicative of service routes.
- Cable locating devices will be used where services could be present. Operatives who use cable locating devices must be trained in use of the appliance which must be calibrated. Again, the readings taken from such equipment are to be treated only as indicative.
- The Managing Director will mark the line of the cables with clearly identifiable paint and plan the work to avoid routes if possible.
- The Managing Director will ensure that mechanical breakers are not to be used within 0.5metres of the indicated line of services. Hand tools only are to be used in this area.
- If it is unsure if the cable is 'live' or 'dead' he will treat it as 'live' until verified by the Managing Director.
- 'Live' working will only be undertaken if absolutely necessary.

## 61 Violence and Abuse

- **ASH Integrated Services Ltd** is aware that violence and abuse is not acceptable in the workplace and will do their utmost to monitor and prevent violence occurring. To reduce the potential for violence occurring in the office areas will be well lit and staff will be protected from visitors by the security door and by counters being between staff and visitors. Staff will be aware of and report any incidents of violence whether it is to them or their colleagues. Senior management will investigate the situation and take appropriate action. Verbal abuse is the most common type of incident and physical abuse is rare, but employees should endeavour to avoid being in a confrontational situation that may lead to violence.

## 62 CDM – Sub contractor

- **ASH Integrated Services Ltd** are often engaged as Contractors as defined by the Construction (Design and Management) Regulations 2015. As such, we are aware that under the regulations, we must co-operate with the Principal Contractor, and provide the Principal Contractor with any relevant information which might affect health and safety whilst on the project.
- We will:
  - Comply with any reasonable directions issued by the Principal Contractor, and with any rules in the Construction Phase Health and Safety Plan that are relevant.
  - Submit any relevant risk assessments and method statements as required.
  - Inform the Principal Contractor of any incidents without unreasonable delay.
  - Provide relevant information for the Health and Safety File.
- **ASH Integrated Services Ltd** realises that the provision of training and information to operatives on site is vital, and as such will ensure that:
  - All operatives have the skills, knowledge, training and experience to carry out the tasks to which they are assigned.
  - No operatives will begin work until they have received basic information, such as the site induction from the Principal Contractor, and the contents of relevant sections of the Construction Phase Health and Safety Plan.
- **ASH Integrated Services Ltd** is aware that any contractors that it engages must have the skills, knowledge, training and experience to undertake their work and be adequately resourced. **ASH Integrated Services Ltd** does this by issuing Health and Safety Questionnaires to assess their suitability before they are engaged.
- No contractor will be engaged by **ASH Integrated Services Ltd** unless it has completed a questionnaire, including the submission of relevant health and safety documents, to an acceptable standard.

## 64 CDM – Principal Contractor

- **ASH Integrated Services Ltd** is often engaged as Principal Contractor as defined by the Construction (Design and Management) Regulations 2015 and as such is in control of the construction phase of projects.
- Prior to the commencement of the Construction Phase, we will develop the Pre-Start Health and Safety Plan as produced by others into a working document. Although not limited to the following, this will detail and record the following:
  - A brief description of the works
  - Detail the management structure for the project
  - Define the security arrangements for the project
  - Set the safety standards for the work to be undertaken
  - Detail the principal parties involved in the project
  - Set out our proposals for monitoring performance on site
  - Establish the site rules specific to the project
  - Method Statements, risk, COSHH and manual handling assessments
  - Safety Inspection and Audit Reports
  - Emergency Plans
  - On projects where it is appropriate, the Plan will also include the following registers;
    - Attendance register
    - Equipment registers
    - Training register
    - Personal Protective Equipment register
    - Scaffold and/or excavation inspection register
- We will check that the client is aware of their CDM duties
- We will implement the Construction Phase Health and Safety Plan and update or amend this as appropriate throughout the project.
- We will promote co-operation between the various parties engaged on our projects. This will include to actively seek their views and ideas on how best to improve safety standards.
- We will provide relevant information to all contractors engaged on our projects including the self-employed. This will include a suitable site induction is provided to every site worker. The induction will be site specific and be relevant to the size and scope of the work, and level of risk involved. We will provide any other training deemed suitable.
- We will enforce our defined site rules.
- We will provide welfare facilities: making sure suitable facilities are provided throughout the construction phase
- We will display the project notification on the project if applicable
- We will retain and promptly forward appropriate information for the Principal Designer to include in his Health and Safety File.

## 67 Safe Use of Mobile Elevated Working Platforms (MEWP's)

- All **ASH Integrated Services Ltd** employees that will use MEWP's will be trained and familiar with the performance and controls of the MEWP are that they are going to use.
- Each MEWP used by **ASH Integrated Services Ltd** will be checked by a competent person each day before use. Should the plant be suspected to be faulty, it will not be used, the key will be removed, and the Managing Director informed immediately.
- Maintenance of MEWP's will only be carried out by competent people, in accordance with the manufacturer's instructions. For **ASH Integrated Services Ltd** this will usually mean getting an engineer from the company where the MEWP has been hired.
- The most suitable MEWP will be selected for each individual job (ground condition, working height, the range of movement required, and anticipated loads will be considered).
- The site at which work is to be carried out will be examined carefully to ensure that the ground is suitable for the safe working of a MEWP. The ground will be checked thoroughly paying particular attention to the following:
  - The presence of features such as manholes, service ducts and potholes, that might cause the MEWP to overturn.
  - Weather conditions (particularly heavy or prolonged rain) that might affect surface conditions
  - The load-bearing capability of the ground when working inside a building or on a structure (e.g., a jetty)
- Should the ground not be considered suitable for the safe working of a MEWP, then a MEWP will not be used.
- Falls from a MEWP may be caused by:
  - Impact on the vehicle
  - Ground movement or subsidence
  - Failure of a mechanical part critical to the stability of the MEWP
  - Overreaching.
- The working area below a MEWP will be secured by physical barriers and signs to prevent entry from unauthorised people or collision with any other vehicle on the project with the MEWP.
- The extended boom of a MEWP will not be allowed to project beyond the boundary of the work area. If this is not practicable, other measures (such as temporary road closure) must be considered.
- To control the risk of falling, all operatives should use a fall restraint system, which could be a combination of a full body harness and a lanyard. This equipment is to be worn by operatives at all times when on a MEWP at height when there is a risk of them overstretching.
- All **ASH Integrated Services Ltd** operatives will wear suitable head protection when work at height is being carried out.

## 72 Contaminated Sites

- **ASH Integrated Services Ltd** is aware that in the future more and more work will be carried out on “brown field” sites, which in some cases have become contaminated by the residues from industrial activities. Some of these contaminants may have immediate effects on those who are exposed even for short periods of time; land surveyors, construction workers, trespassers and children are likely to be affected.
- The Managing Director, with advice from Courtley Health & Safety Ltd, will assess if there is a risk from contaminants to workers or members of the public through work.
- **ASH Integrated Services Ltd** will ensure that adequate funds and facilities are made available, and the Managing Director will ensure the necessary expert assistance is guaranteed to ensure the lowest risk.

## 74 Safeguarding

- **ASH Integrated Services Ltd** have set this procedure in place as we are often engaged to carry out works in environments where there are children and other vulnerable people.
- We understand that everybody has a responsibility when it comes to safeguarding, therefore, we are committed to ensure that all people who may be affected by our works and specifically children and vulnerable people are kept safe.
- This procedure applies to all **ASH Integrated Services Ltd** staff and extends to subcontractors.
- We understand it is of paramount importance to comply with the schools policies and procedures when it comes to child protection and safeguarding.
- All of our company supervisors hold a current DBS check. Operatives are supervised at all times and are not left on site alone.
- Our employees are required to wear high visibility clothing and other appropriate work wear, so this differentiates them from school personnel or parents.
- All workers engaged by **ASH Integrated Services Ltd** are encouraged not to engage in any communication with children or other vulnerable people where possible.
- We understand if an emergency situation arises this cannot be helped and have instructed our workers to maintain professional and courteous at all times.
- If a worker is alone and is approached by a child or other vulnerable person, they should seek to find another adult without delay.
- If, in the unlikely event a **ASH Integrated Services Ltd** worker identifies an immediate risk of harm to a child, whether this be from another **ASH Integrated Services Ltd** employee or another person they should contact the police and head teacher without delay.
- **ASH Integrated Services Ltd** will ensure all tools and equipment are secured when not in use, and upon completion, all areas are left in a safe condition.

## 79 Advice & Enforcement

- **ASH Integrated Services Ltd** employs an external health and safety adviser, Courtley Health & Safety and they can be called on 0151 545 0497, if there is a health and safety issue. If there is a need for additional support, contact your manager to call for further support
- The Enforcing Authority will depend on the specific work area. For the office, the authority is:
  - Local Authority Environment Health Department
- When working on sites the Enforcing Authority will be:
  - HSE
- **IF YOU DISCOVER A FIRE:**
  - 1 Raise the alarm by operating the nearest Fire Alarm point.
  - 2 Attack the Fire with the equipment provided, if you can do so without undue risk
- **IF YOU HEAR THE FIRE ALARM:**
  - 1 Leave the premises by the nearest available exit.
  - 2 Close all doors behind you.
  - 3 Report the person in charge at the assembly point.
- **CALL THE FIRE BRIGADE:**
  - 1 By Exchange Telephone - Dial 999
  - 2 Give the operator your telephone number and ask for "**FIRE BRIGADE**".
  - 3 When the Fire Brigade reply give the call distinctly:

**"FIRE AT 2nd Floor Hindsford House, Printshop Lane, Atherton, M46 9BJ"**
  - **DO NOT** shout or run. This tends to cause panic.
  - **DO NOT** re-enter the premises until told to do so by a Fire Officer.



## 87 Working Time and Fatigue

**ASH Integrated Services Ltd** understands that it has a responsibility to give all employees enough breaks to make sure their health and safety isn't at risk if that work is 'monotonous' (eg work on a production line). No employee or worker will be expected to work hours which exceed the Working Time Regulations or cause them to suffer fatigue or exhaustion.

Employees will not be required to work more than 48 hours a week on average – normally averaged over seventeen weeks.

Employees under 18 must not work more than 8 hours a day or 40 hours a week.

Employees have the right to one uninterrupted 20 minute rest break during their working day, if they work more than 6 hours a day.

Workers have the right to 11 hours rest between working days, eg if they finish work at 8pm, they shouldn't start work again until 7am the next day.

Workers have the right to either:

- I. an uninterrupted 24 hours without any work each week
- II. an uninterrupted 48 hours without any work each fortnight

A worker's employment contract may say they're entitled to more or different rights to breaks from work.

### **Night workers**

Staff who regularly work at least 3 hours during the 'night period' are night workers.

The night period is 11pm to 6am, unless the worker and employer agree a different night period.

If they do, it must be 7 hours long and include midnight to 5am. It must be agreed in writing.

Staff may also be night workers if there's a collective agreement (for example, trade union agreement) that states their work is night work.

Everyone at **ASH Integrated Services Ltd** is aware that there are risks to health and safety arising from work activities. To help control these we formally assess risks arising from our activities. We undertake and retain Health Surveillance that covers our routine working practices and would apply anywhere or specific to a more unusual task, activity, or site.

Examples of when health surveillance is likely to be required include where there is a risk of occupational asthma (e.g. exposure to sensitisers such as general dust, wood dust, stone dust), MSDs (including WRULDs), exposure to frequent heavy lifting, awkward posture, risk of dermatitis and work in hot or cold environments.

Health Surveillance in the Construction Industry.

- Hand-Arm Vibration Syndrome – *see procedure 23*
  - *Can be caused by operating hand-held power tools (such as road breakers), hand-guided equipment (such as compactors), or by holding materials being processed by machines (such as pedestal grinders) and this is most likely when contact with a vibrating tools or work process is a regular part of a person’s job. Occasional exposure is unlikely to cause ill health.*
- Noise-Induced Hearing Loss – *see procedure 34*
  - *Noise at work can cause hearing loss which can be temporary or permanent. People often experience temporary deafness after leaving a noisy place, known as temporary threshold shift. Although hearing recovers within a few hours, this should not be ignored as it can be a sign that if they continue to be exposed to the noise their hearing could be permanently damaged.*
- Skin Disorders – *see procedure 36*
  - *Work related dermatitis (sometimes called eczema) forms 80% of occupational skin diseases and is caused by the skin coming into contact with certain hazardous substances at work, because of this it is sometimes also called ‘occupational contact dermatitis’.*
- Respiratory Disease – *see procedure 32*
  - *Occupational respiratory diseases include a broad spectrum of conditions, of which perhaps the most well-known is occupational asthma.*
- Musculo-Skeletal Disorders
  - *Musculoskeletal disorders (MSD’s) are problems affecting the muscles, tendons, ligaments, nerves or other soft tissues and joints. They include problems such as lower back pain, joint injuries, and repetitive strain injuries of various sorts.*
- Work-related stress – *see procedure 41*
  - *Excessive pressure can lead to stress, which undermines performance and is costly to employers and can make people ill.*

Occupational Health & Specific Questionnaires can be requested from Courtley Health and SafetyLtd.

## 89 Mental Health & Wellbeing in the Workplace

- **ASH Integrated Services Ltd** promotes good mental health and the wellbeing of our staff. We treat our people regardless of their mental health status and we don't discriminate. We also provide a safe and healthy workplace.

Mental health problems like stress, depression or anxiety cause a significant proportion of sickness absence across Scotland. We know that getting support at an early stage can prevent absence from work and help recovery.

To achieve this, our staff will be managed in a way that is not detrimental to their mental health and positively promotes mental health and wellbeing, following our policies in this area.

- We all have mental health; however, our mental health can shift from good to not so good to poor in the same way that physical health can.

Having good mental health doesn't just mean not having a mental health condition, it's our ability to:

- care about and for ourselves
- look after our physical health.
- keep learning.
- express and manage our emotions.
- build and maintain good relationships.
- deal with the challenges we face.
- adapt to changing circumstances.
- contribute to society.
- realise our own potential.

- To every extent possible, our company's leaders aim to recognise and address cases of workplace pressures that contribute to mental health issues.

The company will provide training for all managers and supervisory staff in good management practices.

We can all experience poor mental health and many of us will have periods where our mental health is somewhere between good and poor. Good mental health doesn't mean never experiencing a negative emotion or feeling low but about being able to cope with the range of emotions we experience and the challenges we face during our lives.

Mental well-being describes our current mental state - how we are feeling and how well we're able to cope with day-to-day life. Our mental wellbeing is constantly shifting but there are steps we can all take to improve and maintain our mental wellbeing on a daily basis, which can help us to remain mentally healthy.

Mental health issues in the workplace are any condition that affect employees' state of mind. These conditions may include depression, stress and severe anxiety which may result in burnout, ill-health, or nervous breakdowns.

Mental health problems manifest in different ways. Some employees may suffer with no

physical side effects, while others may experience physical symptoms (e.g., increased blood pressure, migraines, tummy problems, lethargy, insomnia, changes in eating habits.)

### **Factors that cause mental health issues**

Employees may experience mental health issues for various reasons that an employer cannot control (e.g. hereditary, family conflicts, general health.) But, there are also work-related reasons for mental health problems, including:

- Excessive pressure.
- Work-life imbalance.
- Feeling devalued or under-appreciated by an employer.
- Unsatisfactory job or workload.
- Sustained isolation as a result of Covid-19.

To every extent possible, our company's leaders aim to recognise and address cases of workplace pressures that contribute to mental health issues.

- The Manager will monitor workloads to ensure that people are not overworking, and monitor holidays to ensure staff are taking their full entitlement.

The purpose of this policy is for **ASH Integrated Services Ltd** to establish, promote and maintain the mental health and wellbeing of all workers through workplace practices, and encourage individuals to take responsibility for their own mental health and wellbeing.

We believe that the mental health and wellbeing of our staff is key to organisational success and sustainability.

- We aim to:
  - Treat mental illness seriously.
  - Identify concerns proactively and provide a safe space for team members to seek support if desired.
  - Support employees who face mental health problems.
  - Create healthy, supportive, and sustainable workplaces in collaboration with managers, employees, unions and health experts.

As a way to create a safe and supportive space, we offer:

*Please delete or add to as appropriate*

- [Flexible hours / work from home](#)
- [Wellness fund](#)
- [Employee Assistance Programme offering counselling and a 24-hour hotline for personal crises](#)
- [Fortnightly wellbeing meetings](#)
- [Qualified Mental Health First Aider's](#)

This list isn't exhaustive.

- **ASH Integrated Services Ltd** will support individuals who have been off sick with poor mental health and will offer them support on return to work. In addition, all managers will be vigilant and offer additional support to a member of staff who is experiencing mental health issues outside work e.g., bereavement or separation.
- All employees will raise issues of concern with the external safety advisor, Courtley (Health & Safety) Ltd, or their line manager.
- **ASH Integrated Services Ltd** will provide access to confidential counselling for staff affected by mental health issues caused by either work or external factors.