

Health & Safety Policy

**Bespoke Facilities Management Ltd
55 Warwick Street
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Registered Company Number: 9600043

Policy Date: 1 April 2022



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1.0 General Statement of Intent

The following is a statement of the Company's General Health & Safety Policy in accordance with section 2 of the Health and Safety at Work etc Act 1974.

Bespoke Facilities Management Ltd (BFML) is committed to conducting its business in such a manner as to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees and others who may be affected by its business activities.

This will be achieved by the following:

- By determining and implementing appropriate preventive and protective measures.
- The provision and maintenance of safe plant and equipment, article and substances.
- The provision of safe systems of work.
- The provision of appropriate information, instruction, training and supervision.
- The provision and maintenance of a safe place of work, including safe access and egress and welfare facilities.
- The provision and maintenance of emergency plans and procedures.
- Monitoring and measuring all aspects of health and safety.
- Consult and communicate with all employees on all aspects of health, safety and welfare.
- Employ competent contractors and sub-contractors to partner with.
- Setting out and reviewing the company Health and Safety objectives.

The company Managing Director has overall responsibility for managing, implementing and maintaining its Health and Safety Management System certified to ISO45001. This can be found at head office and is available to any interested party after any reasonable request.

The company acknowledges that the key to successful management of health and safety requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. These can be found in a more detailed policy which is held at each site the company operates. The company is committed to upholding and continuously improving the standards outlined in this statement, and to meeting or exceeding legislative requirements and associated codes of practice.

Day to day management of health, safety and welfare is the responsibility of the SSHEQ Manager. Senior managers and supervisors will ensure implementation of the policy. The policy will be reviewed in light of experience and on a regular basis. That is at least every year, or more frequently should there be a significant incident or any major changes to legislation, operations or personnel.

The senior management of the company looks upon the promotion of health and safety measures as a mutual objective for themselves and all employees and is committed to ensuring, so far as is reasonably practicable, the prevention of personal injury and ill health.

All employees share a responsibility to co-operate with management, and in accordance with the Health & Safety at Work etc. Act 1974, to ensure their own safety and that of others who may be affected by their activities. This includes not intentionally or recklessly interfering with or misusing anything provided for their health and safety.

Signed:



1 April 2022

Carl Trimble
Managing Director

Bespoke Facilities Management Ltd

Please note that this document is current as of Friday 1st April 2022 . For the latest version of this uncontrolled document please consult the author

Organisation and Managerial Responsibilities;

Bespoke Facilities Management Limited is owned and managed by Carl Trimble who is directly responsible for Health and Safety matters within the company. A SSHEQ Manager is appointed for H&S matters and will advise the MD as and when required on all matters to do with H&S. The SSHEQ Manager will seek assistance from HS Direct as and when required.

The organisation of the workforce is the responsibility of Carl Trimble, who holds the position of Managing Director. The SSHEQ Manager and operations managers are responsible for ensuring that the company's Health & Safety Policy and associated procedures are implemented by all employees.

Day to day management of the company's operations is the responsibility of Carl Trimble who is supported by the senior management team. Employees are supported on site by either a site supervisor, site manager or operations manager depending on the size and nature of the site.

Employee/Contractor Responsibilities;

Each and every employee/contractor has a statutory duty to take reasonable care in relation to their own health & safety, and the health and safety of any other person who may be affected by their acts or omissions.

Therefore, it shall be the duty of all Employees/Contractors whilst at work:

To take reasonable care for the Health & Safety of themselves and others, who may be affected by their acts or omissions at work.

To co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures.

To refrain from intentional or reckless interference with equipment and/or systems provided in the interest of Health, Safety and the Environment.

To co-operate with management when required on such things as accident prevention and all procedures with regard to Health, Safety and the Environment as set out in the Health & Safety at Work etc. Act 1974 and the Environmental Protection Act 1990 and all associated Regulations and ACOPs.

To maintain good standards of housekeeping in our premises and on client premises.

To report any accident or incident including near-misses (whether or not personal injury results) in accordance with the company incident reporting process.

To report any defects in equipment without delay to their immediate Supervisor/Manager and not to attempt repairs which they have not been authorised and specifically trained to undertake.

To ensure that no potentially hazardous item, substance or machine is brought on to site or used without the prior knowledge and authority of their immediate Supervisor/Manager.

To use and if applicable wear any item of Personal Protective Equipment. It is a requirement of law that any equipment supplied for safety must be used, and when not in use it is properly cleaned, stored and maintained.

To undergo any Health, Safety, Environmental and operational training deemed necessary by the company

Staff Consultation;

If an employee/contractor becomes aware of any potential breaches of health & safety law, or unsafe working practices he/she must notify your line manager or the company SSHEQ Manager.

If an employee/contractor feels that health & safety procedures may be improved, for example by use of alternative equipment, he/she will be encouraged to discuss any suggestions with their line manager or the company SSHEQ Manager.

3.0 Arrangements

This section defines our company arrangements and policies for dealing with our activities.

3.1 Accident Reporting & Investigation

It is the policy of BFML that all accidents, incidents and near misses are reported through the company's reporting process.

If you are unsure on how to report an accident or incident you should contact your line manager for assistance or you can contact the company SSHEQ Manager.

The main objective of reporting and investigating accidents, incidents, near misses is to reduce the number of incidents and prevent future accidents by putting further controls in place.

It will be the responsibility of the SSHEQ Manager to notify the enforcing authority in respect of any accident or occurrence for which notification is required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

Types of reportable injuries.

Deaths

All deaths to workers and non-workers must be reported if they arise from a work-related accident, including an act of physical violence to a worker. Suicides are not reportable, as the death does not result from a work-related accident.

Specified injuries

- A fracture, other than to fingers, thumbs and toes
- Amputation of arm, hand, finger, thumb, leg foot or toe
- Permanent loss of sight or reduction in sight
- Crush injuries leading to internal organ damage
- Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs)
- Scalping (separation of skin from the head) which requires hospital treatment
- Unconsciousness caused by a head injury or asphyxia
- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat induced illness or requires resuscitation or admittance to hospital for more than 24 hours

Over seven-day injuries

This is when an Employee is away from work or unable to perform their normal duties for more than seven consecutive days following an accident at work. This doesn't include the day of the accident.

Occupational diseases

There are certain occupational diseases that must also be reported where these are likely to have been caused or made worse by the work activities.

Dangerous occurrences

Dangerous occurrences are certain, specified 'near miss' events (incidents with the potential to cause harm).

Recording requirements

BFML will maintain records of the following:

- Any accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR
- Any other occupational accident causing injuries that result in a worker being away from work or incapacitated for more than 3 consecutive days (not including the day of the accident but including any weekends or other rest days).
- Records of minor injuries whether they required first aid treatment or not.
- Records will be maintained for 4 years.

Any accident resulting in more than minor injuries or incident which might have resulted in serious injury will be investigated by the SSHEQ Manager.

3.2 Alcohol and Controlled Drugs

All alcohol and drugs impair individual reaction speeds and it is not wise to be in the workplace after consuming any alcohol or drugs.

Under no circumstances will any Employees: -

- Report or endeavour to report for work on any of the premises having consumed alcohol or under the influence of drugs.
- Report for work in an unfit state due to use of alcohol or drugs.
- Be in the possession of any alcohol or drugs whilst in the workplace.

Drugs properly prescribed by a General Practitioner for medical treatment are permitted provided such use does not adversely affect the person's ability to carry out the work, for which they are employed, in a healthy and safe a manner.

Failure to comply with this requirement will result in immediate removal of the subject person from the premises and the person will be suspended on full pay pending formal investigation and possible disciplinary action.

You can refer to 24 CDF Alcohol and Drugs Policy for more information.

3.3 Asbestos

It is the policy of BFML that we will not work with asbestos containing material (ACM)

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care. When working on site, staff and contractors will assume any suspicious material is asbestos and stop work unless there is conclusive evidence to the contrary. Any suspicious material shall be reported to the site or building manager immediately.

BFML will endeavour to ascertain if there are any ACM's on the sites it's employees are working. Where ACM has been identified, BFML will ensure that the areas are marked and that it's employees are made aware of the location.

BFML will provide Asbestos Awareness training where it is deemed appropriate but particularly where Employees are likely to be exposed to asbestos such as carrying out maintenance work.

3.4 COSHH Assessments

BFML will at all times comply with the Control of Substances Hazardous to Health Regulations. We will provide the necessary COSHH assessments for all substances provided for the use at work. A register of hazardous substances shall be kept on the shared drive along with all relevant Safety Data Sheets.

Copies of COSHH assessments and SDS will be kept on site where the chemicals are stored.

The Company's approach to the regulations is to: -

- Familiarise itself with the legal requirements.
- Identify and list what substances are used within the organisation.
- Assess the risks to health from working with the substance.
- Introduce all the necessary control measures to safeguard all Employees and other persons who may be affected by the Company's undertakings.
- Decide what additional precautions may be required.
- Implement the precautions that have been decided.
- Monitor the precautions that have been implemented and introduce any technique that would improve safety.
- Inform and instruct those that may be harmed by the substances.

3.5 COVID-19

The spread of COVID-19, commonly referred to as the Coronavirus, is an exceptional circumstance with ongoing ramifications for BFML, employees, individuals and clients that may be affected by our work. As the situation continues to develop and change,

BFML will provide updated advice, resources and guidance in line with current Government guidance to support our employers.

3.6 Communication and consultation

Employees

All health and safety matters will be communicated to all colleagues through the SSHEQ Manager and Operations Managers.

Notice boards will be available on sites where policies, insurance, H&S Law Poster, company certificates and company newsletters will be displayed. Where a notice board is impracticable a site folder will be made available for all the relevant information.

Site files will be made available to all employees. Information contained in the files will include the following:

- Job requirements in the form of Assignment Instructions.
- Risk Assessments and Method Statements
- COSHH information
- Instructions on how to report accidents/incidents

Further information such as bulletins/news etc will be pushed to employees through My Task

The company will undertake H&S Surveys throughout the year. The results will be communicated to all employees and adverse comments will be acted upon by the company and communicated to all employees.

The SSHEQ Manager and operations managers will communicate and consult with employees during site visits. This will include monthly welfare meetings.

Company

The SSHEQ Manager will keep the company and all its representatives informed of any changes to legislation that could affect its employees and/or clients. This information will be shared with all sites and the company representatives.

Contractors, sub-contractors and Agencies

The company will endeavour to consult with its contractors, sub-contractors and agencies on all matters of health and safety. In particular any site rules which may affect the contractor, sub-contractor and agencies, including their respective employees.

Likewise, the contractor, sub-contractor and agencies will communicate any matters relating to health and safety, which could affect the company employees and any other person working on or visiting the site.

H&S surveys will be carried out at periodic stages. The results will be communicated to the employees. Any negative feedback will be followed up by the company.

The company uses a variety of methods to communicate information with employees and sub-contractors.

Communication with employees whose first language is not English will be carried out using one or more of the following methods;

- Ensure adequate time to consult with employees where language and/or literacy may be issues so they can absorb the information and respond to you.
- Use an interpreter; this may be a trained work Employee.
- Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
- Use pictorial information and internationally understood pictorial signs where appropriate
- Where information has to be in English, use clear and simple materials, and allow more time to communicate issues.

3.7 Contractors and Sub-Contractors

All contractors and sub-contractors who are working for the company will comply with the companies

1. Health & Safety Policy.
2. Emergency procedures
3. Hazard/accident reporting procedures.

All accidents and near misses need to be reported and recorded in the Accident Book located on company CAFM.

The company's health and safety policy can be found in the site folder and through our MyTask employee portal.

All contractors must be approved through BFML H&S portal prior to any work commencing.

The MD or his nominated representative is responsible for assessing and controlling contractors and subcontractors working for or on behalf of BFML.

3.8 Display Screen Equipment (DSE)

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for continuous periods of an hour or more. We describe these workers as 'DSE users'. The regulations don't apply to workers who use DSE infrequently or only use it for a short time.

Incorrect use of DSE or poorly designed workstations or work environments can lead to pain in necks, shoulders, backs, arms, wrists and hands as well as fatigue and eye strain. The causes may not always be obvious.

BFML must:

- carry out a DSE assessment
- provide information and training
- ensure DSE users take regular breaks or do some different type of work
- Provide eye tests if the DSE user requests one.

Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the person responsible for Health & Safety at their earliest convenience.

You can refer to 40 CDF DSE Policy for more information.

3.9 Electricity at Work and Electrical Equipment

Electricity cannot be heard or seen yet it can kill if used incorrectly. A small electric shock from an electrical hand tool may not be sufficient to kill but it may be capable of throwing you off balance, which could result in a fall from a height. Therefore, all electrical equipment will be selected carefully to ensure it is suitable for the environment in which it is used.

Electrical installations

All electrical installations at head office will be tested by a competent person every 5 years and records will be maintained and available for inspection when required.

Electrical equipment

In order to ensure all electrical equipment remains in a good condition throughout its working life: -

- All electrical portable appliances, including battery charges, will be subject to visual inspections and such inspections will be recorded monthly on the BFML Electrical Check Sheet.
- All leads will be examined and those with damaged sheaths will be replaced. Under no circumstances will insulation tape be used to repair or extend any electrical lead.
- All plugs will be visually inspected prior to use to ensure they are not damaged.
- All portable appliances will be tested by a competent person at least once a year unless it is deemed that more frequent inspections are required.
- Following satisfactory inspection and testing the appliance, plug and lead will have a self-adhesive label or other similar tag attached, to indicate that the equipment has passed the testing procedure as well as indicating the date when the appliance must be rechecked.

Portable electrical appliances will only be used for the task that they are intended and the lead will be suitably positioned to prevent any damage or entanglement.

Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use. Most electrical safety defects can be found by visual examination but some types of defect can only be found by testing. However, it is essential to understand that visual examination is an essential part of the process because some types of electrical safety defect can't be detected by testing alone.

A relatively brief user check (based upon simple training and perhaps assisted by the use of a brief checklist) can be a very useful part of any electrical maintenance regime. However, more formal visual inspection and testing by a competent person may also be required at appropriate intervals, depending upon the type of equipment and the environment in which it is used.

3.10 Environmental Protection

Bespoke Facilities Management Ltd has a policy to comply with the Environmental Protection Act 1990, other associated statutory legislation and Approved Codes of Practice (ACOP). This applies to all those who are employed within the company or who are protected by its undertakings. Employees are asked to co-operate in the operation of this policy and make a positive contribution to environmental protection by making themselves aware of the firm's environmental policy and complying with the control measures in place. This may include compliance with the requirements of a Site Waste Management Plan where relevant. The policy is on display on the Company Main H&S notice board and is also available to interested parties on request.

3.11 Environmental Waste Management & Pollution Control

Bespoke Facilities Management Ltd recognises the importance of meeting their legal requirements and to manage its waste responsibly, reduce the volume of waste sent to landfill and maximise reuse and recycling where possible. Waste is unwanted materials, substances, equipment arising from commercial or industrial activities and includes: Building and demolition materials; Substances/chemicals (toxic or otherwise); Discarded or broken utensils or equipment; Contaminated soil, materials, plant etc.

Bespoke Facilities Management Ltd management shall identify potential waste disposal requirements of a project and make adequate provision to ensure its suitably managed disposal in accordance with The Controlled Waste Regulations 1992.

Management shall determine the nature of the waste for disposal and shall ensure that suitable assessment is undertaken, that appropriate safe working procedures are devised and suitable containment of waste confirmed. Where undertaking removal of waste materials or products, management shall ensure that they are registered as a carrier in accordance with the Controlled Waste (The Controlled Waste (Registration of Carriers and Seizure of Vehicles) (Amendment) Regulations 1998) Where contract carriers, are to be engaged to remove the waste, management shall confirm those appointed are suitably registered to undertake the business and shall confirm the proposed method and location of disposal.

Bespoke Facilities Management Ltd shall:

- Ensure that waste management is performed in accordance with all waste legislative requirements, including the duty of care, and to plan for future legislative changes and to mitigate their effects.
- Minimise waste generation at source and facilitate repair, reuse and recycling over the disposal of wastes, where it is cost effective.
- To coordinate each activity within the waste management chain.
- Promote environmental awareness in order to increase and encourage waste minimisation, reuse and recycling.
- Ensure the safe handling and storage of wastes on site
- Provide appropriate training for staff, on waste management issues.
- Where the site waste is the responsibility of the principal contractor the company will cooperate with the site rules as applicable.

3.12 Equipment Inspections & Records

The User must carry out a daily visual inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to the Supervisor.

The Responsible Person will arrange periodic inspections of all Bespoke Facilities Management Ltd equipment to include ladders, other access to height, PPE, tools, machines etc, and will keep a record of such inspections in compliance with PUWER

Where an inspection reveals a defect, it will be the responsibility of the Responsible Person to ensure that the equipment is not used until such time as a suitable repair has been effected. If the equipment is beyond repair it must be discarded, whether or not a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

3.13 External Health and Safety Consultants

BFML use HS Direct Ltd who will provide advise as and when required by the SSHEQ Manager

3.14 Fire Safety

In the event of a fire in BFML premises the MD is the Responsible Person (RP) alternatively in their absence their nominated representative will take charge, in their absence the most senior person on site will assume the responsibility

BFML will ensure that their employees are notified and trained on the emergency procedures on a client's site.

3.15 First Aid Arrangements

BFML have a legal duty to ensure arrangements are in place so that their employees receive immediate attention if they are injured or taken ill at work. It doesn't matter whether the injury or illness is caused by the work they do. What is important is that they receive immediate attention and that an ambulance is called in serious cases. First aid can save lives and prevent minor injuries becoming major ones. First aid at work covers the arrangements that need to be made to manage injuries or illness suffered at work.

First Aid Provisions – Site based

BFML will ensure there are adequate first aid provisions on site to deal with any injuries or ill health suffered by its employees whilst at work.

The contractual arrangements between the company and client will normally determine the level of first aid provisions for the site. Where this is not the case then the company will ensure there is at least one person on duty who is first aid trained whilst its employees are at work. The level of first aid training will be determined by the risk assessment but essentially for low risk environments Emergency First Aid at Work (minimum of 6 hours training) will be sufficient and for medium to high risk environments First Aid at Work (minimum of 18 hours training) will be the required level.

First Aid Kits provided will only contain items that the First Aider has been trained to use and will NOT contain medication of any kind and will always be adequately stocked.

First aid kits will be inspected at least once a month to ensure it is suitably stocked. All inspections will be recorded on the appropriate check sheet. Some items may have a 'use by' date on them and these should be carefully inspected to ensure they have not expired. They should be replenished as soon as items are used and therefore surplus stock may be required.

First aid boxes should be of the approved type and kept in dry and clean environments.

First Aid Provisions – Head office

BFML will ensure there are adequate first aid provisions on site to deal with any injuries or ill health suffered by its employees or visitors whilst at working/visiting at head office.

Lone Workers

Lone workers will complete a lone worker questionnaire which will determine the provisions for personnel to be trained in first aid. This will be based on the type of work being carried out and the environment in which the work is being carried out.

3.16 Health & Safety Records

All records will be kept by the company, in written form indicated in the various appendices. Such records will include:

- Equipment Inspections
- COSHH Assessments
- Generic Risk Assessments
- Staff Training and Induction Records

In addition to the above general records, the following contract specific records will be maintained for each major contract.

- Contract Start-up information
- Specific Risk assessment
- Method Statements and Safe systems of work.
- Accident Record

3.17 Health & Safety Training

BFML will provide training and refresher training as is necessary to ensure, so far as is reasonably practicable, the health and safety of all staff. During staff induction and upon any job transfer, safety training will be provided to ensure that the staff are trained in Health & Safety matters to a level appropriate to their responsibilities.

Induction Training

Every new employee will receive a safety induction on day one of his/her employment. The training will consist of fire safety, arrangements for first aid, manual handling, and display screen equipment use (where necessary), environmental and general safety. New employees will also be given instruction and safety training on the equipment they will be required to use whilst discharging their duties. A training record will be kept and maintained in our online system. Copies of training records are available for clients upon request.

3.18 Health Surveillance

All employees of BFML are encouraged to carry out weekly personal health checks. Any problems reported will be dealt with in a personal and confidential manner by senior management. Should BFML have any concerns regarding the wellbeing of any employee they may request a referral to a professional occupational health provider and or on request of an employee in matters relating to work related ill health issues BFML will pay for conducting relevant medical surveillance were appropriate.

Monthly skin checks will be conducted as part of the monthly welfare checks. The skins checks will pay particular attention to the hands where an employee is frequently using chemicals.

3.19 Lone Working

Where an employee is lone working the company will put processes in place so that check calls are made and that escalation processes are in place for missed calls or panic button activations.

3.20 Machinery Maintenance

All machines including power tools, jet wash equipment, saws, drills etc shall be subject to regular inspection by the operations managers, who will withdraw damaged or unsuitable equipment from service immediately. All machinery shall also be subject to maintenance and service as per the manufacturers instruction and maintenance schedule OR at least annually and records held.

3.21 Machinery Operation

All employees/contractors who are required to operate machinery or plant will have the appropriate training and be assessed to determine competency. Where required, the individual will hold a current license to operate such machinery or plant. It is company policy to take severe disciplinary action against any person found to be operating machinery without the necessary competence.

3.22 Manual Handling

BFML will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment. Where practical, manual handling should be avoided by utilising mechanical means to minimise the risks arising from manual handling. Manual handling assessments will consider the load to be handled, e.g. tools, equipment, materials etc, its size and weight, the individual, the task and the environment in which the task takes place.

The assessment will also consider the possibility of kinetic lifting techniques to assist the movement of an object and to minimise the risks arising from manual handling.

3.23 Method Statements (Safe Operating Procedures)

Work Instructions (Method Statements) will be developed for all the companies operations, information from the risk assessments will be used to formulate these documents which will be used in training and given to members of staff, the work instructions will be reviewed and updated either periodically or when something significant changes. Method statements are written using our online system and are made available to customers prior to works commencing.

3.24 Noise

Regular exposure to high noise levels can cause deafness and tinnitus. Noise assessments will be carried out when ever it is suspected that noise levels may be above 80db(a), and hearing protection will be provided for all operatives likely to be affected. Information and advice to use hearing protection will be issued.

Where noise levels are at 85db (a) or above, where possible, the company will take measures to reduce the exposure of noise to its employees by means other than hearing protection. The wearing of suitable hearing protection shall also be enforced.

3.25 Personal Protective Equipment

The need for PPE will be determined through risk assessment and will be provided by BFML free of charge. The relevant PPE must be worn at all times whilst carrying out work and in compliance with any mandatory requirements of specific sites. Details of the correct PPE will be made available to employees within the risk assessments and method statements relevant to the works. No employee/contractor will be permitted to start work without the correct PPE and the necessary information, instruction and training to enable him to utilise the equipment correctly and without risks to safety and health. It will be the responsibility of each contract manager and their site foreman to monitor the wearing of PPE on sites under their control. Persons found to be persistently breaching PPE rules will be subject to disciplinary procedures which may include ejection from site.

3.26 Pregnant Workers

The company recognises that pregnant workers are more vulnerable to injury and as such will carry out specific risk assessments where a worker notifies them of a pregnancy. Such assessments will consider the worker's duties, working conditions and hours. Where it is deemed that a risk to the mother or baby is present, suitable controls will be introduced to minimise that risk.

3.27 Risk Assessments

The aim of a risk assessment process is to evaluate hazards, then remove that hazard or minimise the level of risk by adding control measures, as necessary.

Risk assessments will be undertaken at each site. The site-specific risk assessment will include a description of the site, staffing levels and the main duties to be undertaken.

The risk assessment will determine the need for a further risk assessment (RA) and/or Safe Method of Working (SMW). In essence any task that poses a significant risk will have a separate RA and SMW.

The SSHEQ is responsible for ensuring RA's and SMW's are completed for each site, including head office.

RA's will be reviewed as and when necessary but at least once a year. Copies will be left on site so that they are available to all Employees. These should be read and signed off by the relevant Employees.

The management will ensure that all Employees and other interested parties are informed and instructed of the risks they may be exposed to and what control measures will be put in place in order that the work activities are completed in a safe manner.

The Company will not employ any young person unless an assessment has been undertaken outlining any hazards for which they will be exposed.

Procedures for Completing Risk Assessments

Step 1 – Identify the hazards that could cause harm or damage

Step 2 – Decide who may be harmed or what may be damaged and how

Step 3 – Evaluate the risks and decide on precautions/control measures to either eliminate the hazard or reduce the risk of harm or damage.

Step 4 – Record and share the findings with Employees and others and implement the control measures

Step 5 – Review the risk assessment at least once a year and update if necessary

All Risk Assessments will be produced using our online management system and are made available to all clients upon request. Employees should have a copy of risk assessments for the work they carry out.

3.28 Safety Audits and Monitoring

Site audits will be carried out by the operations managers and SSHEQ Manager in line with the company Internal Audit Process 35ISO.

Any actions or non-conformities will be assigned to the responsible person and corrective action put in place. Action will be monitored on a regular basis until close off.

3.29 Serious or Imminent Danger

These procedures are in line with Regulation 8 of the Management of Health & Safety at Work Regulations 1999.

It is a policy of the company that no employee or sub-contractor will be made to work in dangerous conditions without due regard to health and safety and all employees should be aware that there are regulations and procedures regarding serious or imminent danger.

Managers, supervisors and employees are reminded that they must not under any circumstances undertake work or instruct others to undertake work where there is a risk of imminent danger without adequate controls, safety procedures, training and personal protective equipment being in place to minimise that risk.

BFML authorises any employee to remove himself/herself to a relative place of safety when he/she has reason to believe he/she is at serious risk or in imminent danger. Work will not resume in that area until the risk has been minimised.

Some emergency events can occur and develop rapidly, thus requiring employees to act without waiting for further guidance, for example, in a fire. Employees must, on arrival at new sites, make themselves familiar with the emergency procedures, escape routes and location of fire fighting equipment etc prior to starting work.

Under no circumstances will work activities take priority over safety considerations.

3.30 Transport & Company Vehicle Safety

It is the policy of Bespoke Facilities Management Ltd to only employ drivers who are competent.

Driver approval and competence

A person may only operate company vehicles if he or she;

1. Has held a full UK license for a minimum of 2 years
2. Has not been disqualified from driving for drink and/or drug offences in the last 5 years nor has any prosecution pending
3. Holds the correct license for the type of vehicle being operated

Drivers must inform the company of any circumstances that may lead a driver to being unfit for driving duties.

Drivers must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to present their licenses to the office these will be photocopied and returned.

3.31 Welfare

In most cases company employees/contractors will be able to use welfare facilities provided on the clients site. It is the responsibility of the operations manager to ensure the following is made available as a minimum:

- Toilet facilities that includes suitable facilities for washing and drying hands.
- Feminine hygiene
- Facilities for making a hot drink and heating food as required.
- Drinking water
- In some cases, facilities for changing from work clothes.

3.32 Working at Height

Work at Height

A place is 'at height' if a person could be injured falling from it, even if it is at or below ground level.

To ensure that the company complies with the 'Working at Height Regulations 2005' BFML will endeavour to ensure that:

- Work at height is avoided if possible, by ensuring that no work is done at height if it is safer and reasonably practicable to do it other than at height.
- A risk assessment is carried out in accordance with regulation 3 of the Management of Health and Safety at Work Regulations 1999
- Any work carried out at height is properly planned, appropriately supervised and carried out as safe as reasonably practicable to prevent any persons falling from a distance that is liable to cause injury.
- The work is postponed if weather conditions endanger the health and safety of those working at height.
- Everyone involved in the work is competent or if being trained is supervised by a competent person. This includes anyone involved in the organisation, planning, supervision and the supply and maintenance of equipment supplied for the use of work at height.
- The place where the work is done at height is safe and has features to prevent a fall.
- Any equipment for work at height is suitably selected and appropriately inspected. Collective protection measures are given priority over personal protection measures. Where regular access is made onto roofs, managers must ensure that it is checked prior to work commencing.
- No-one under their control should go onto or near a fragile surface unless that is the only reasonably practicable way for the worker to carry out the work safely and a risk assessment has been carried out and suitable control measures are in place.
- Appropriate warnings are in place to prevent any one working near or on fragile surfaces.
- The risks from falling objects are properly controlled.
- Access is prevented and clearly signed to areas where there is a risk of a person falling or being struck by a falling object.

Ladders and Step Ladders

The company will endeavour to ensure that, where ladders or step ladders are required to be used at work, they will be fit for purpose and comply with relevant British Standards.

Where ladders are supplied by clients then we will ensure that they are fit for purpose by ensuring that they are part of a maintenance and inspection regime.

Ladders or step ladders will only be used when it is safe and reasonably practicable to do so and only for work of a short duration.

Employees who are required to use ladders and step ladders will receive appropriate training as per HSE guidance notes INDG402 (Safe Use of Ladders and Step Ladders) and INDG403 (A Toolbox Talk on Leaning Ladders and Step Ladder Safety).

Mobile Elevated Working Platforms (MEWP)

Only employees who have received the required training can operate or work from a MEWP. The company will ensure, where necessary, that employees have the appropriate International Powered Access Federation (IPAF) certificate and that it is currently in date.

Employees cannot use a MEWP if their IPAF certificate is no longer valid.

Employees using MEWP's must carry out an inspection of the machine prior to use and complete the appropriate check sheet.

A harness must be used at all times whilst operating or working from a boom type MEWP. The harness must comply with British standards and must be inspected prior to use. An inspection record must be completed and signed.

MEWP's must not be used during adverse weather conditions, especially during high winds.

A suitable risk assessment, which will take into account the work area, will be conducted so as to identify the hazards and additional control measures that may be required in order to reduce the risks to the health and safety of those using the MEWP and those who may be affected by the work activity.

3.33 Young Workers

Risk Assessments must be carried out in compliance with The Management of Health & Safety at Work Regulations as amended. This includes young persons on job experience working within the business. There are also special provisions for young people in the Working Time Regulations concerning limits of hours of work, rest from work and annual holidays.

Young workers are seen as being particularly at risk because of their possible lack of awareness of existing or potential risks, immaturity and inexperience. The company will therefore:

- Assess risks to young workers.
- Take into account their inexperience, lack of awareness and immaturity.
- Prohibit certain activities where higher risks are identified.
- Not allow the young person to operate any machinery or equipment without proper supervision and training
- Provide training to ensure competence before allowing any unsupervised activity to be undertaken.
- Provide suitable supervision at all times
- Not employ any person under the age of 14 years for any paid or non paid employment.

Drugs properly prescribed by a General Practitioner for medical treatment are permitted provided such use does not adversely affect the person's ability to carry out the work, for which they are employed, in a healthy and safe a manner.

Failure to comply with this requirement will result in immediate removal of the subject person from the premises and the person will be suspended on full pay pending formal investigation and possible disciplinary action.

You can refer to 24 CDF Alcohol and Drugs Policy for more information.

3.34 Asbestos

It is the policy of BFML that we will not work with asbestos containing material (ACM)

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care. When working on site, staff and contractors will assume any suspicious material is asbestos and stop work unless there is conclusive evidence to the contrary. Any suspicious material shall be reported to the site or building manager immediately.

BFML will endeavour to ascertain if there are any ACM's on the sites it's employees are working. Where ACM has been identified, BFML will ensure that the areas are marked and that it's employees are made aware of the location.

BFML will provide Asbestos Awareness training where it is deemed appropriate but particularly where Employees are likely to be exposed to asbestos such as carrying out maintenance work.

3.35 COSHH Assessments

BFML will at all times comply with the Control of Substances Hazardous to Health Regulations. We will provide the necessary COSHH assessments for all substances provided for the use at work. A register of hazardous substances shall be kept on the shared drive along with all relevant Safety Data Sheets.

Copies of COSHH assessments and SDS will be kept on site where the chemicals are stored.

The Company's approach to the regulations is to: -

- Familiarise itself with the legal requirements.
- Identify and list what substances are used within the organisation.
- Assess the risks to health from working with the substance.
- Introduce all the necessary control measures to safeguard all Employees and other persons who may be affected by the Company's undertakings.
- Decide what additional precautions may be required.
- Implement the precautions that have been decided.
- Monitor the precautions that have been implemented and introduce any technique that would improve safety.
- Inform and instruct those that may be harmed by the substances.

3.36 COVID-19

The spread of COVID-19, commonly referred to as the Coronavirus, is an exceptional circumstance with ongoing ramifications for BFML, employees, individuals and clients that may be affected by our work. As the situation

continues to develop and change,

BFML will provide updated advice, resources and guidance in line with current Government guidance to support our employers.

3.37 Communication and consultation

Employees

All health and safety matters will be communicated to all colleagues through the SSHEQ Manager and Operations Managers.

Notice boards will be available on sites where policies, insurance, H&S Law Poster, company certificates and company newsletters will be displayed. Where a notice board is impracticable a site folder will be made available for all the relevant information.

Site files will be made available to all employees. Information contained in the files will include the following:

- Job requirements in the form of Assignment Instructions.
- Risk Assessments and Method Statements
- COSHH information
- Instructions on how to report accidents/incidents

Further information such as bulletins/news etc will be pushed to employees through My Task

The company will undertake H&S Surveys throughout the year. The results will be communicated to all employees and adverse comments will be acted upon by the company and communicated to all employees.

The SSHEQ Manager and operations managers will communicate and consult with employees during site visits. This will include monthly welfare meetings.

Company

The SSHEQ Manager will keep the company and all its representatives informed of any changes to legislation that could affect its employees and/or clients. This information will be shared with all sites and the company representatives.

Contractors, sub-contractors and Agencies

The company will endeavour to consult with its contractors, sub-contractors and agencies on all matters of health and safety. In particular any site rules which may affect the contractor, sub-contractor and agencies, including their respective employees.

Likewise, the contractor, sub-contractor and agencies will communicate any matters relating to health and safety, which could affect the company employees and any other person working on or visiting the site.

H&S surveys will be carried out at periodic stages. The results will be communicated to the employees. Any negative feedback will be followed up by the company.

The company uses a variety of methods to communicate information with employees and sub-contractors.

Communication with employees whose first language is not English will be carried out using one or more of the following methods;

- Ensure adequate time to consult with employees where language and/or literacy may be issues so they can absorb the information and respond to you.
- Use an interpreter; this may be a trained work Employee.
- Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
- Use pictorial information and internationally understood pictorial signs where appropriate
- Where information has to be in English, use clear and simple materials, and allow more time to communicate issues.

3.38 Contractors and Sub-Contractors

All contractors and sub-contractors who are working for the company will comply with the companies

4. Health & Safety Policy.
5. Emergency procedures
6. Hazard/accident reporting procedures.

All accidents and near misses need to be reported and recorded in the Accident Book located on company CAFM.

The company's health and safety policy can be found in the site folder and through our MyTask employee portal.

All contractors must be approved through BFML H&S portal prior to any work commencing.

The MD or his nominated representative is responsible for assessing and controlling contractors and subcontractors working for or on behalf of BFML.

3.39 Display Screen Equipment (DSE)

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for continuous periods of an hour or more. We describe these workers as 'DSE users'. The regulations don't apply to workers who use DSE infrequently or only use it for a short time.

Incorrect use of DSE or poorly designed workstations or work environments can lead to pain in necks, shoulders, backs, arms, wrists and hands as well as fatigue and eye strain. The causes may not always be obvious.

BFML must:

- carry out a DSE assessment
- provide information and training
- ensure DSE users take regular breaks or do some different type of work
- Provide eye tests if the DSE user requests one.

Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the person responsible for Health & Safety at their earliest convenience.

You can refer to 40 CDF DSE Policy for more information.

3.40 Electricity at Work and Electrical Equipment

Electricity cannot be heard or seen yet it can kill if used incorrectly. A small electric shock from an electrical hand tool may not be sufficient to kill but it may be capable of throwing you off balance, which could result in a fall from a height. Therefore, all electrical equipment will be selected carefully to ensure it is suitable for the environment in which it is used.

Electrical installations

All electrical installations at head office will be tested by a competent person every 5 years and records will be maintained and available for inspection when required.

Electrical equipment

In order to ensure all electrical equipment remains in a good condition throughout its working life: -

- All electrical portable appliances, including battery charges, will be subject to visual inspections and such inspections will be recorded monthly on the BFML Electrical Check Sheet.
- All leads will be examined and those with damaged sheaths will be replaced. Under no circumstances will insulation tape be used to repair or extend any electrical lead.
- All plugs will be visually inspected prior to use to ensure they are not damaged.
- All portable appliances will be tested by a competent person at least once a year unless it is deemed that more frequent inspections are required.
- Following satisfactory inspection and testing the appliance, plug and lead will have a self-adhesive label or other similar tag attached, to indicate that the equipment has passed the testing procedure as well as indicating the date when the appliance must be rechecked.

Portable electrical appliances will only be used for the task that they are intended and the lead will be suitably positioned to prevent any damage or entanglement.

Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and

equipment to ensure they are safe to use. Most electrical safety defects can be found by visual examination but some types of defect can only be found by testing. However, it is essential to understand that visual examination is an essential part of the process because some types of electrical safety defect can't be detected by testing alone.

A relatively brief user check (based upon simple training and perhaps assisted by the use of a brief checklist) can be a very useful part of any electrical maintenance regime. However, more formal visual inspection and testing by a competent person may also be required at appropriate intervals, depending upon the type of equipment and the environment in which it is used.

3.41 Environmental Protection

Bespoke Facilities Management Ltd has a policy to comply with the Environmental Protection Act 1990, other associated statutory legislation and Approved Codes of Practice (ACOP). This applies to all those who are employed within the company or who are protected by its undertakings. Employees are asked to co-operate in the operation of this policy and make a positive contribution to environmental protection by making themselves aware of the firm's environmental policy and complying with the control measures in place. This may include compliance with the requirements of a Site Waste Management Plan where relevant. The policy is on display on the Company Main H&S notice board and is also available to interested parties on request.

3.42 Environmental Waste Management & Pollution Control

Bespoke Facilities Management Ltd recognises the importance of meeting their legal requirements and to manage its waste responsibly, reduce the volume of waste sent to landfill and maximise reuse and recycling where possible. Waste is unwanted materials, substances, equipment arising from commercial or industrial activities and includes: Building and demolition materials; Substances/chemicals (toxic or otherwise); Discarded or broken utensils or equipment; Contaminated soil, materials, plant etc.

Bespoke Facilities Management Ltd management shall identify potential waste disposal requirements of a project and make adequate provision to ensure its suitably managed disposal in accordance with The Controlled Waste Regulations 1992.

Management shall determine the nature of the waste for disposal and shall ensure that suitable assessment is undertaken, that appropriate safe working procedures are devised and suitable containment of waste confirmed. Where undertaking removal of waste materials or products, management shall ensure that they are registered as a carrier in accordance with the Controlled Waste (The Controlled Waste (Registration of Carriers and Seizure of Vehicles) (Amendment) Regulations 1998) Where contract carriers, are to be engaged to remove the waste, management shall confirm those appointed are suitably registered to undertake the business and shall confirm the proposed method and location of disposal.

Bespoke Facilities Management Ltd shall:

- Ensure that waste management is performed in accordance with all waste legislative requirements, including the duty of care, and to plan for future legislative changes and to mitigate their effects.
- Minimise waste generation at source and facilitate repair, reuse and recycling over the disposal of wastes, where it is cost effective.
- To coordinate each activity within the waste management chain.
- Promote environmental awareness in order to increase and encourage waste minimisation, reuse and recycling.
- Ensure the safe handling and storage of wastes on site
- Provide appropriate training for staff, on waste management issues.
- Where the site waste is the responsibility of the principal contractor the company will cooperate with the site rules as applicable.

3.43 Equipment Inspections & Records

The User must carry out a daily visual inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to the Supervisor.

The Responsible Person will arrange periodic inspections of all Bespoke Facilities Management Ltd equipment to include ladders, other access to height, PPE, tools, machines etc, and will keep a record of such inspections in compliance with PUWER

Where an inspection reveals a defect, it will be the responsibility of the Responsible Person to ensure that the equipment is not used until such time as a suitable repair has been effected. If the equipment is beyond repair it must be discarded, whether or not a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

3.44 External Health and Safety Consultants

BFML use HS Direct Ltd who will provide advise as and when required by the SSHEQ Manager

3.45 Fire Safety

In the event of a fire in BFML premises the MD is the Responsible Person (RP) alternatively in their absence their nominated representative will take charge, in their absence the most senior person on site will assume the responsibility

BFML will ensure that their employees are notified and trained on the emergency procedures on a client's site.

3.46 First Aid Arrangements

BFML have a legal duty to ensure arrangements are in place so that their employees receive immediate attention if they are injured or taken ill at work. It doesn't matter whether the injury or illness is caused by the work they do. What is important is that they receive immediate attention and that an ambulance is called in serious cases. First aid can save lives and prevent minor injuries becoming major ones. First aid at work covers the arrangements that need to be made to manage injuries or illness suffered at work.

First Aid Provisions – Site based

BFML will ensure there are adequate first aid provisions on site to deal with any injuries or ill health suffered by its employees whilst at work.

The contractual arrangements between the company and client will normally determine the level of first aid provisions for the site. Where this is not the case then the company will ensure there is at least one person on duty who is first aid trained whilst its employees are at work. The level of first aid training will be determined by the risk assessment but essentially for low risk environments Emergency First Aid at Work (minimum of 6 hours training) will be sufficient and for medium to high risk environments First Aid at Work (minimum of 18 hours training) will be the required level.

First Aid Kits provided will only contain items that the First Aider has been trained to use and will NOT contain medication of any kind and will always be adequately stocked.

First aid kits will be inspected at least once a month to ensure it is suitably stocked. All inspections will be recorded on the appropriate check sheet. Some items may have a 'use by' date on them and these should be carefully inspected to ensure they have not expired. They should be replenished as soon as items are used and therefore surplus stock may be required.

First aid boxes should be of the approved type and kept in dry and clean environments.

First Aid Provisions – Head office

BFML will ensure there are adequate first aid provisions on site to deal with any injuries or ill health suffered by its employees or visitors whilst at working/visiting at head office.

Lone Workers

Lone workers will complete a lone worker questionnaire which will determine the provisions for personnel to be trained in first aid. This will be based on the type of work being carried out and the environment in which the work is being carried out.

3.47 Health & Safety Records

All records will be kept by the company, in written form indicated in the various appendices. Such records will include:

- Equipment Inspections
- COSHH Assessments
- Generic Risk Assessments
- Staff Training and Induction Records

In addition to the above general records, the following contract specific records will be maintained for each major contract.

- Contract Start-up information
- Specific Risk assessment
- Method Statements and Safe systems of work.
- Accident Record

3.48 Health & Safety Training

BFML will provide training and refresher training as is necessary to ensure, so far as is reasonably practicable, the health and safety of all staff. During staff induction and upon any job transfer, safety training will be provided to ensure that the staff are trained in Health & Safety matters to a level appropriate to their responsibilities.

Induction Training

Every new employee will receive a safety induction on day one of his/her employment. The training will consist of fire safety, arrangements for first aid, manual handling, and display screen equipment use (where necessary), environmental and general safety. New employees will also be given instruction and safety training on the equipment they will be required to use whilst discharging their duties. A training record will be kept and maintained in our online system. Copies of training records are available for clients upon request.

3.49 Health Surveillance

All employees of BFML are encouraged to carry out weekly personal health checks. Any problems reported will be dealt with in a personal and confidential manner by senior management. Should BFML have any concerns regarding the wellbeing of any employee they may request a referral to a professional occupational health provider and or on request of an employee in matters relating to work related ill health issues BFML will pay for conducting relevant medical surveillance were appropriate.

Monthly skin checks will be conducted as part of the monthly welfare checks. The skins checks will pay particular attention to the hands where an employee is frequently using chemicals.

3.50 Lone Working

Where an employee is lone working the company will put processes in place so that check calls are made and that escalation processes are in place for missed calls or panic button activations.

3.51 Machinery Maintenance

All machines including power tools, jet wash equipment, saws, drills etc shall be subject to regular inspection by the operations managers, who will withdraw damaged or unsuitable equipment from service immediately. All machinery shall also be subject to maintenance and service as per the manufacturers instruction and maintenance schedule OR at least annually and records held.

3.52 Machinery Operation

All employees/contractors who are required to operate machinery or plant will have the appropriate training and be assessed to determine competency. Where required, the individual will hold a current license to operate such machinery or plant. It is company policy to take severe disciplinary action against any person found to be operating machinery without the necessary competence.

3.53 Manual Handling

BFML will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment. Where practical, manual handling should be avoided by utilising mechanical means to minimise the risks arising from manual handling. Manual handling assessments will consider the load to be handled, e.g. tools, equipment, materials etc, its size and weight, the individual, the task and the environment in which the task takes place.

The assessment will also consider the possibility of kinetic lifting techniques to assist the movement of an object and to minimise the risks arising from manual handling.

3.54 Method Statements (Safe Operating Procedures)

Work Instructions (Method Statements) will be developed for all the companies operations, information from the risk assessments will be used to formulate these documents which will be used in training and given to members of staff, the work instructions will be reviewed and updated either periodically or when something significant changes. Method statements are written using our online system and are made available to customers prior to works commencing.

3.55 Noise

Regular exposure to high noise levels can cause deafness and tinnitus. Noise assessments will be carried out when ever it is suspected that noise levels may be above 80db(a), and hearing protection will be provided for all operatives likely to be affected. Information and advice to use hearing protection will be issued.

Where noise levels are at 85db (a) or above, where possible, the company will take measures to reduce the exposure of noise to its employees by means other than hearing protection. The wearing of suitable hearing protection shall also be enforced.

3.56 Personal Protective Equipment

The need for PPE will be determined through risk assessment and will be provided by BFML free of charge. The relevant PPE must be worn at all times whilst carrying out work and in compliance with any mandatory requirements of specific sites. Details of the correct PPE will be made available to employees within the risk assessments and method statements relevant to the works. No employee/contractor will be permitted to start work without the correct PPE and the necessary information, instruction and training to enable him to utilise the equipment correctly and without risks to safety and health. It will be the responsibility of each contract manager and their site foreman to monitor the wearing of PPE on sites under their control. Persons found to be persistently breaching PPE rules will be subject to disciplinary procedures which may include ejection from site.

3.57 Pregnant Workers

The company recognises that pregnant workers are more vulnerable to injury and as such will carry out specific risk assessments where a worker notifies them of a pregnancy. Such assessments will consider the worker's duties, working conditions and hours. Where it is deemed that a risk to the mother or baby is present, suitable controls will be introduced to minimise that risk.

3.58 Risk Assessments

The aim of a risk assessment process is to evaluate hazards, then remove that hazard or minimise the level of risk by adding control measures, as necessary.

Risk assessments will be undertaken at each site. The site-specific risk assessment will include a description of the site, staffing levels and the main duties to be undertaken.

The risk assessment will determine the need for a further risk assessment (RA) and/or Safe Method of Working (SMW). In essence any task that poses a significant risk will have a separate RA and SMW.

The SSHEQ is responsible for ensuring RA's and SMW's are completed for each site, including head office.

RA's will be reviewed as and when necessary but at least once a year. Copies will be left on site so that they are available to all Employees. These should be read and signed off by the relevant Employees.

The management will ensure that all Employees and other interested parties are informed and instructed of the risks they may be exposed to and what control measures will be put in place in order that the work activities are completed in a safe manner.

The Company will not employ any young person unless an assessment has been undertaken outlining any hazards for which they will be exposed.

Procedures for Completing Risk Assessments

Step 1 – Identify the hazards that could cause harm or damage

Step 2 – Decide who may be harmed or what may be damaged and how

Step 3 – Evaluate the risks and decide on precautions/control measures to either eliminate the hazard or reduce the risk of harm or damage.

Step 4 – Record and share the findings with Employees and others and implement the control measures

Step 5 – Review the risk assessment at least once a year and update if necessary

All Risk Assessments will be produced using our online management system and are made available to all clients upon request. Employees should have a copy of risk assessments for the work they carry out.

3.59 Safety Audits and Monitoring

Site audits will be carried out by the operations managers and SSHEQ Manager in line with the company Internal Audit Process 35ISO.

Any actions or non-conformities will be assigned to the responsible person and corrective action put in place. Action will be monitored on a regular basis until close off.

3.60 Serious or Imminent Danger

These procedures are in line with Regulation 8 of the Management of Health & Safety at Work Regulations 1999.

It is a policy of the company that no employee or sub-contractor will be made to work in dangerous conditions without due regard to health and safety and all employees should be aware that there are regulations and procedures regarding serious or imminent danger.

Managers, supervisors and employees are reminded that they must not under any circumstances undertake work or instruct others to undertake work where there is a risk of imminent danger without adequate controls, safety procedures, training and personal protective equipment being in place to minimise that risk.

BFML authorises any employee to remove himself/herself to a relative place of safety when he/she has reason to believe he/she is at serious risk or in imminent danger. Work will not resume in that area until the risk has been minimised.

Some emergency events can occur and develop rapidly, thus requiring employees to act without waiting for

further guidance, for example, in a fire. Employees must, on arrival at new sites, make themselves familiar with the emergency procedures, escape routes and location of fire fighting equipment etc prior to starting work.

Under no circumstances will work activities take priority over safety considerations.

3.61 Transport & Company Vehicle Safety

It is the policy of Bespoke Facilities Management Ltd to only employ drivers who are competent.

Driver approval and competence

A person may only operate company vehicles if he or she;

4. Has held a full UK license for a minimum of 2 years
5. Has not been disqualified from driving for drink and/or drug offences in the last 5 years nor has any prosecution pending
6. Holds the correct license for the type of vehicle being operated

Drivers must inform the company of any circumstances that may lead a driver to being unfit for driving duties.

Drivers must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to present their licenses to the office these will be photocopied and returned.

3.62 Welfare

In most cases company employees/contractors will be able to use welfare facilities provided on the clients site. It is the responsibility of the operations manager to ensure the following is made available as a minimum:

- Toilet facilities that includes suitable facilities for washing and drying hands.
- Feminine hygiene
- Facilities for making a hot drink and heating food as required.
- Drinking water
- In some cases, facilities for changing from work clothes.

3.63 Working at Height

Work at Height

A place is 'at height' if a person could be injured falling from it, even if it is at or below ground level.

To ensure that the company complies with the 'Working at Height Regulations 2005' BFML will endeavour to ensure that:

- Work at height is avoided if possible, by ensuring that no work is done at height if it is safer and reasonably practicable to do it other than at height.
- A risk assessment is carried out in accordance with regulation 3 of the Management of Health and Safety at Work Regulations 1999
- Any work carried out at height is properly planned, appropriately supervised and carried out as safe as reasonably practicable to prevent any persons falling from a distance that is liable to cause injury.
- The work is postponed if weather conditions endanger the health and safety of those working at height.
- Everyone involved in the work is competent or if being trained is supervised by a competent person. This includes anyone involved in the organisation, planning, supervision and the supply and maintenance of equipment supplied for the use of work at height.
- The place where the work is done at height is safe and has features to prevent a fall.
- Any equipment for work at height is suitably selected and appropriately inspected. Collective protection measures are given priority over personal protection measures. Where regular access is made onto roofs, managers must ensure that it is checked prior to work commencing.
- No-one under their control should go onto or near a fragile surface unless that is the only reasonably practicable way for the worker to carry out the work safely and a risk assessment has been carried out and suitable control measures are in place.
- Appropriate warnings are in place to prevent any one working near or on fragile surfaces.
- The risks from falling objects are properly controlled.
- Access is prevented and clearly signed to areas where there is a risk of a person falling or being struck by a falling object.

Ladders and Step Ladders

The company will endeavour to ensure that, where ladders or step ladders are required to be used at work, they will be fit for purpose and comply with relevant British Standards.

Where ladders are supplied by clients then we will ensure that they are fit for purpose by ensuring that they are part of a maintenance and inspection regime.

Ladders or step ladders will only be used when it is safe and reasonably practicable to do so and only for work of a short duration.

Employees who are required to use ladders and step ladders will receive appropriate training as per HSE guidance notes INDG402 (Safe Use of Ladders and Step Ladders) and INDG403 (A Toolbox Talk on Leaning Ladders and Step Ladder Safety).

Mobile Elevated Working Platforms (MEWP)

Only employees who have received the required training can operate or work from a MEWP. The company will ensure, where necessary, that employees have the appropriate International Powered Access Federation (IPAF) certificate and that it is currently in date.

Employees cannot use a MEWP if their IPAF certificate is no longer valid.

Employees using MEWP's must carry out an inspection of the machine prior to use and complete the appropriate check sheet.

A harness must be used at all times whilst operating or working from a boom type MEWP . The harness must comply with British standards and must be inspected prior to use. An inspection record must be completed and signed.

MEWP's must not be used during adverse weather conditions, especially during high winds.

A suitable risk assessment, which will take into account the work area, will be conducted so as to identify the hazards and additional control measures that may be required in order to reduce the risks to the health and safety of those using the MEWP and those who may be affected by the work activity.

3.64 Young Workers

Risk Assessments must be carried out in compliance with The Management of Health & Safety at Work Regulations as amended. This includes young persons on job experience working within the business. There are also special provisions for young people in the Working Time Regulations concerning limits of hours of work, rest from work and annual holidays.

Young workers are seen as being particularly at risk because of their possible lack of awareness of existing or potential risks, immaturity and inexperience. The company will therefore:

- Assess risks to young workers.
- Take into account their inexperience, lack of awareness and immaturity.
- Prohibit certain activities where higher risks are identified.
- Not allow the young person to operate any machinery or equipment without proper supervision and training
- Provide training to ensure competence before allowing any unsupervised activity to be undertaken.
- Provide suitable supervision at all times
- Not employ any person under the age of 14 years for any paid or non paid employment.

