

**H & V SERVICEPLAN LTD
BUILDING SERVICES ENGINEERS**

**GENERAL HEALTH AND SAFETY
POLICY STATEMENT AND PROCEDURES**

JULY 2008

**H & V SERVICEPLAN LTD
62-64 HIGH STREET
CATERHAM
SURREY
CR3 5UB**

HEALTH AND SAFETY POLICY

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HEALTH AND SAFETY POLICY

1. HEALTH AND SAFETY POLICY STATEMENT

It is the policy of H & V Serviceplan Ltd that all activities undertaken comply with the Health and Safety at Work Act 1974, the Regulations made under it and all other fire and environmental legislation.

It is the aim of the Company to prevent, insofar as is reasonably practicable, any work related accident.

The Directors declare their objective to achieve and maintain a safe and healthy work environment for all employees, visitors and contractors working at premises and at site managed locations and all others who may be affected by its operations.

Directors and senior staff have the responsibility for ensuring that health and safety matters are considered when planning any work to be undertaken. H & V Serviceplan Ltd recognises their responsibility to provide employees and contractors with suitable and adequate training, information and instruction to enable them to understand and fulfil their duties in a competent and diligent manner.

The co-operation of employees is vital to the success of the Health and Safety policy and views on Health and Safety development are welcomed. The company encourage all employees to discuss Health and Safety matters with the directors.

All subcontractors have a duty to co-operate with site management and follow the agreed safe working procedures and site rules specific to each project.

Alan Coldwell has been appointed as having overall and final responsibility for health, safety and welfare. Any problems encountered in the implementation of this Policy must be reported to him (through the consultation procedures detailed in Section 3 of this Policy).

Competent persons are employed within the company to assist in the management of Health and Safety. External advisers are engaged to provide assistance and advice on specific matters to enable the company to fulfil its duties.

The Policy will be reviewed regularly to take account of new or forthcoming legislation and any changes in the company structure or work activities.

All employees are required to read the Policy upon recruitment and will be made aware of revisions to the Policy.

For and on behalf of H & V Serviceplan Ltd

Alan Coldwell
Director in charge of safety

Signed:

Date:

HEALTH AND SAFETY POLICY

2. SAFETY ORGANISATION – RESPONSIBILITIES AND DUTIES

2.1 The Directors

Arrange for the preparation, updating and review of the company Health and safety policy and ensure that it is brought to the notice of all employees.

Ensure that employees and contractors are aware of the requirements placed upon them by the company policy and the specific arrangements at the office and site managed locations.

Make arrangements for the provision of information and organise appropriate training for specific employees relevant to the duties they perform for the company.

Ensure that competent persons are nominated to assist in preparing risk assessments relevant to the work operations being carried out.

Bring the results of risk assessments to the attention of those affected; ensure that these are clearly understood by persons who have to implement or abide by such procedures.

Maintain a system of consultation with employees on health and safety matters and ensure that Health and Safety is included on the agenda of all management and project meetings.

Institute procedures for reporting and investigating the causes of injury, damage and loss; promote analysis of investigations to improve safety performance.

Ensure that sufficient competent persons are nominated to implement emergency procedures at the office and site managed locations and that adequate welfare/ first aid provision is in place.

Evaluate what Health and Safety support resources (external consultants' advice etc.) are necessary for any specific project.

When appointed as Principal Contractor arrange for the Construction Phase Health and Safety Plan to be developed sufficiently prior to commencement of the project and ensure the further development of the Health and Safety Plan by the site management team.

Where employed as a contractor provide relevant information to the Principal Contractor relating to site activities detailing how the works will be carried out safely and liaise with other contractors to avoid inter-relationship problems.

Following the findings of risk assessments, ensure that method statements are in place, to address all high risk site activities.

Ensure that a site fire plan is produced with sufficient persons appointed to co-ordinate site emergency procedures and display notices detailing evacuation procedures where all affected can see them.

Stop any dangerous activity observed when visiting sites drawing to site management and relevant person's attention any contravention of Health and Safety Regulations.

Make arrangements to ensure that contractors provide all necessary documentation, risk assessments and method statements relating to their works.

Ensure that where appointed as Principal Contractor or contractor relevant information required for inclusion with the project Health and Safety File is promptly provided to the CDM co-ordinator or Principal Contractor.

Monitor the effective reporting of all accidents in accordance with the policy procedures.

Arrange for funds and facilities to be available to meet the requirements of the policy.

HEALTH AND SAFETY POLICY

2. SAFETY ORGANISATION – RESPONSIBILITIES AND DUTIES (Continued)

2.2 Sub-Contractors and Self Employed Persons

Follow the arrangements detailed in this Policy; observe site rules issued by H & V Serviceplan Ltd and any specific requirements in the Health and Safety Plan.

Provide information relating to Health and Safety procedures when requested in accordance with the Company's selection procedures for contractors and the self employed.

Prepare and issue risk assessments and method statements as requested and co-ordinate site activity with the site manager and other contractors at the project.

Work strictly in accordance with agreed method statements.

Provide information relating to hazardous substances for use on site. Assess the risks associated with such substances relating to the manner in which the substance is to be used and stored at the site.

Co-operate with site management to provide information regarding daily work operations to avoid inter relationship problems with other programmed works.

Provide safety training for operations under their control and ensure that all their employees attend site induction talks.

Ensure that plant and equipment brought on site is used only on work for which it was designed, is of sound construction and in safe working order. All necessary testing and thorough examination must be carried out at the appropriate intervals.

Make sure that employees refrain from misuse of plant and equipment, welfare facilities or anything provided in the interest of Health and Safety; avoid dangerous acts or horseplay.

Provide appropriate personal protective equipment/clothing which must be used/worn in accordance with the site rules (e.g. gloves, hard hats, eye protection, ear defenders etc).

Report to the site supervisor all accidents sustained by contractors, whether the accident results in injury, damage or a near miss (e.g. materials falling from access equipment to ground without causing damage of injury, but clearly could have done so).

HEALTH AND SAFETY POLICY

2. SAFETY ORGANISATION – RESPONSIBILITIES AND DUTIES (Continued)

2.3 Site Employees

Co-operate with management in order to carry out the arrangements detailed in the Health and Safety policy and the specific rules for the site.

Consult with the site manager with regard to any site procedures that may be unclear or could be improved.

Report any unsafe working methods or dangerous conditions observed to Alan Coldwell directly at the office or to site management

Notify the supervisor of the work of any defects in plant or equipment immediately; do not attempt to use or repair equipment which may be hazardous to your health or for which you are not trained.

Report all accidents, injuries (however minor) or “near miss” incidents that may result in no injury or damage, but could have done so e.g. materials falling from access equipment or storage to open ground.

Do not recklessly interfere with anything provided in the interests of health and safety or abuse welfare facilities.

Wear appropriate footwear at all times and use, where necessary, all protective clothing and safety equipment provided e.g. safety helmets, goggles, face masks etc.

Assist in keeping the workplace tidy, free from waste and materials blocking circulation and fire escape routes and fire risks.

Do not play dangerous or practical jokes or engage in “horseplay”.

Work strictly in accordance with method statements and agreed safety procedures.

Warn fellow employees, particularly trainees or those new to the site, of known hazards and remind them of agreed systems of work.

Only operate machinery and carry out tasks for which you have authorisation and training.

Take note of the safety notices and information displayed at the premises or site.

HEALTH AND SAFETY POLICY

2. SAFETY ORGANISATION – RESPONSIBILITIES AND DUTIES (Continued)

2.4 Office Based Staff

Co-operate with the procedures detailed in the Health and Safety policy and as displayed at the offices at all times.

Report all unsafe conditions or working methods at the office and suggest ways of eliminating hazards.

Notify Alan Coldwell of any defects in office equipment immediately; on no account attempt to use or repair equipment which may be hazardous to your health or for which you are not trained.

Make no attempt to move office equipment, furniture or materials where these are heavy enough to present risk of injury.

Ensure that you are aware of emergency evacuation procedures and first aid arrangements.

Report all accidents or injuries (however minor) to Alan Coldwell

Assist in keeping the office tidy, free from obstructions and fire risks.

HEALTH AND SAFETY POLICY

3. CONSULTATION, MONITORING AND REVIEWING HEALTH AND SAFETY

H & V Serviceplan Ltd encourages all employees to discuss any health and safety matter with the Directors and those responsible for management of site locations.

All employees will be expected to bring to the notice of the Directors areas where safety in the workplace may be improved. All reports of defects in safety performance will be fully investigated and suggestions for improvements welcomed.

Consultation between management and employees is provided by the daily contact between Directors, management and employees.

The company's safety consultant will keep the directors informed with regard to the need to review and update the Health and Safety policy and procedural documents as required by changes to legislation or alterations to the organisation of the company.

It may be arranged for external safety consultants to visit the site locations as requested to report on Health and safety standards and detail recommendations to improve safety performance.

Site management staff must check that all work under their control is being carried out in accordance with this policy and the safety procedures established for the project.

Appropriate safety documentation (HS(G)150 Health and Safety in Construction, HSE guidance notes, etc) are available at the office.

The Directors will liaise with the safety consultant regarding the frequency of the review of the Health and Safety Policy to establish any possible areas of improvement in procedures, training etc. and, where necessary, for additional information to be issued to employees.

Health and safety shall be included as an item on the agenda of all management and site meetings. Any deficiencies in health and safety performance are to be reported and suggested improvements in working procedures discussed.

HEALTH AND SAFETY POLICY

4. SITE WELFARE FACILITIES

4.1 General Guidelines

The status of the company on the specific site will determine whether the company's site management are in control of welfare and first aid arrangements.

H & V Serviceplan Ltd generally use the welfare facilities provided by a Principal Contractor or client in control of the site and project.

The Company will assess the welfare arrangements for projects in accordance with statutory legislation and specific contract requirements prior to the commencement of a project.

Welfare arrangements should be detailed in the project Health and Safety Plan and procedures for correct use and maintenance must be communicated to all parties using those facilities.

The site supervisor will ensure that facilities are adequate and are properly maintained.

4.2 Summary of Minimum Welfare Requirements

Suitable and sufficient sanitary conveniences must be provided for the number of site personnel. Toilet facilities must be kept in a clean and hygienic condition.

Washing facilities should be provided in the immediate vicinity with hot and cold water, soap and means of drying hands.

Shelter for protection in bad weather and facilities for keeping personal clothing must be available with a means for drying provided.

Accommodation for taking meals is required along with facilities for boiling water. A means for heating food must be provided unless hot food is readily available elsewhere.

Drinking water must be available and be marked as such with a supply of drinking vessels.

When assessing welfare provisions separate arrangements for males and females, protection of non-smokers from smoke and additional site fire risks must be considered.

HEALTH AND SAFETY POLICY

5. GENERAL PREMISES HEALTH AND SAFETY

5.1 Safe Means of Access/Egress

Safe means of access is provided and maintained in good order.

Trailing electric cables from equipment will be kept to a minimum and positioned so that they do not present tripping hazards.

All fire routes and corridors must remain free from obstruction (storage boxes, waste materials etc.) at all times.

5.2 Washing and Toilet Facilities

Conveniently accessible, suitable and sufficient washing facilities are provided for all staff along with a rest area for taking drinks and eating.

5.3 Electrical Hazards/Equipment

All electrical installations shall be installed by a person who is competent to carry out the work. After the installation, electrical equipment must be checked for defects at regular intervals and records kept.

All plugs and cables shall be regularly examined for loose connections. All loose connections, faults etc discovered shall be rectified immediately, if they can be dealt with by a member of staff, or as soon as possible if a qualified electrician is required.

5.4 Housekeeping and Premises

Staff are required to keep the work area tidy (floors, office desks etc.) and to place all rubbish in the receptacles provided.

All rubbish shall be cleared, daily, to the refuse storage area for removal by an authorised contractor.

Appropriate access equipment must be used by staff when putting stock into storage racks/areas or retrieving items for use. Under no circumstances are staff allowed to climb on benches or racking or use items of furniture or boxes etc. to gain height to access storage areas.

Floors must be maintained in good condition, free of waste material, and must not be slippery. Spillage of any liquids must be cleared up immediately.

HEALTH AND SAFETY POLICY

6. ACCIDENT REPORTING AND FIRST AID

6.1 Accident Reporting (General)

All accidents, incidents or injuries however minor, occurring during the course of employment shall be reported to Alan Coldwell via the office, with details recorded in the accident book. This applies to injuries received by sub-contractors, public, visitors etc. as well as company employees.

6.2 Duties in Relation to Accidents

H & V Serviceplan Ltd must be notified immediately of any serious incidents. It will be ensured that in the event of a fatal or major injury or a dangerous occurrence, or a notifiable disease, then the local offices of the Health and Safety Executive is notified immediately by the quickest practicable means. This is in accordance with the Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995 (RIDDOR), and is obligatory. Detailed definitions of these situations can be found in those Regulations.

Confirmation of the above notification must be submitted in writing within 10 days on an appropriate form or by some other approved means.

If any injury results in any person being absent from work for more than 3 days, then notification must also be made (see below).

It will be ensured that work in the vicinity of a notifiable accident is suspended pending an investigation while also making the area safe.

6.3 Details of Notification to HSE:

In writing, using the form F2508, and then either faxing it on 0845 300 9924, or posting to:

Incident Contact Centre, Caerphilly Business Park, Cardiff CF83 3GG

By telephone on 0845 300 9923 or over the internet on www.riddor.gov.uk

6.4 Accident Record Book

The information to be recorded shall be:

- Date and time of the accident or dangerous occurrence.

If an accident is suffered by a person at work, the following particulars of that person:

- Full name, occupation, nature of injury, employer.

If an accident is suffered by a person not at work, the following particulars (unless they are not known and it is not reasonably practicable to ascertain them):

- Place where the accident or dangerous occurrence happened.
- A brief description of the circumstances in which the accident or dangerous occurrence happened.
- The date on which the event was first reported to the relevant enforcing authority.
- The method by which the event was reported.

6.5 Post Accident Procedures/Investigation

Alan Coldwell will liaise with the Company's safety consultant regarding the allocation of duties for investigation of any accident.

It will be ensured that a full investigation of any accident involving injury, damage or loss will be undertaken and subsequent recommendations implemented.

HEALTH AND SAFETY POLICY

7. FIRE SAFETY, EMERGENCY PROCEDURES AND FIRST AID

7.1 Offices

H & V Serviceplan Ltd is fully committed to the protection of all its employees from the risk of fire or other serious events requiring emergency evacuation.

David Coldwell has been appointed as the fire marshal for the company offices with Alan Coldwell as assistant to undertake these duties when David is not at the office.

A fire risk assessment has been undertaken which will be updated periodically and as required by any changes at the office.

The following procedures shall be undertaken:

- Comply with all measures advised by the Fire Authorities.
- Nominate a responsible person and assistant for fire safety matters.
- Fire notices and signage are placed at strategic points around the premises; in case of emergency follow the advice indicated on the fire notices.
- Fire extinguishers are placed at doorways and at other high risk areas. Extinguishers must not be removed from their permanent locations except for use in the event of a fire.
- Escape routes must be kept clear at all times.
- Fire extinguishers are maintained every 12 months by a specialist contractor.

7.2 Site locations

The status of the company on the specific project would determine whether H & V Serviceplan Ltd. or other parties are in control of fire and emergency procedures.

Full details of project specific fire prevention, protection and emergency evacuation procedures will be detailed within the site Health and Safety Plan and be displayed on site (A site fire plan.)

All sites are designated no smoking areas. Project specific arrangements for smoke breaks are contained within the site Health and Safety Plan.

Where working in existing premises site management would need to satisfy themselves as to the worthiness of current escape routes from any areas of working.

Adequate fire fighting facilities must be available, prominently signed and located to control assessed fire risks for the specific project.

Working areas must be kept clean and tidy to prevent the build up of flammable materials with waste removed at regular intervals.

Highly flammable liquids and LPG are to be stored correctly and quantities stored kept to the minimum necessary for use.

A hot work permit system will be operated when necessary, the appropriate precautions taken and maintained.

7.3 First Aid

First aid boxes are under the supervision of the appointed person at the office or site appointed persons. These will be checked and refilled as necessary.

Full details of welfare and first aid provision for the specific site along with the location of nearest Accident and Emergency Hospital are detailed within the site Health and Safety Plan.

HEALTH AND SAFETY POLICY

8. RISK ASSESSMENT

8.1 Procedures

The Management of Health and Safety at Work Regulations 1999 (MHSWR) requires employers to carry out risk assessments of work activities.

Definitions:

- Hazard: Something with the potential to cause harm
- Risk: The likelihood of the harm from a particular hazard actually occurring
- Competent Person: A person with sufficient knowledge, experience and training

The extent of risk during an assessment will take account of the severity of possible consequences and the number of persons likely to be exposed to the hazard.

Actions to be taken are summarised as follows:

- Assess the risks to the health and safety of employees and any others who could be affected by specific work activities. This also includes contractors and temporary staff where they may be affected.
- Specify the relevant procedures to eliminate or minimise any such risk.
- Where the risk is considered to be significant, then this must be recorded in writing, and where relevant, groups of employees identified as being especially at risk.
- Risk assessments should be reviewed and altered if they are no longer valid or where circumstances have changed significantly.
- Appoint competent persons to assist in complying with these requirements.
- Establish emergency procedures to be followed in the event of serious and imminent danger and have sufficient competent persons to implement evacuation procedures.
- Co-operate fully with other employers where work areas are shared, by exchanging information on the risks associated with each others' activities/the control measures in force and subsequently pass such information to employees in those areas.
- Inform employees about any risks that have been identified and provide information on the preventative steps that are being taken to protect them.
- Provide health surveillance where there is an identifiable disease or adverse health condition related to the work concerned, provided that they are able to be detected and there is a reasonable likelihood that they may occur under working conditions.

Provide relevant training, which must be repeated periodically and take account of change in respect of:

- Duties and tasks allocated to them.
- Induction on first being employed.
- Where transferred to new work or given increased responsibility.
- When changes in work equipment or methods are introduced.

Employees also have duties as follows:

- Use anything provided by the employer in accordance with the instructions/training given. This includes plant and machinery, dangerous substances, safety equipment etc.
- Inform management of any dangerous work situation or matter considered to be a problem with health and safety protection arrangements.

The requirements of this legislation place a duty on H & V Serviceplan Ltd to provide appropriate arrangements for health and safety which will enable effective planning, organisation, control, monitoring and review of the preventive and protective measures required to eliminate or minimise the risk for any particular work activity.

Where activities are already subject to assessment under other legislation, there is no requirement to repeat the exercise e.g. Control of Substances Hazardous to Health Regulations 2004, Manual Handling Regulations 1992.

HEALTH AND SAFETY POLICY

8. RISK ASSESSMENT (Continued)

8.2 Employing Young People

Under the (MHSWR) certain additional obligations are required of employers in relation to the employment of young persons (those under 18).

Young persons will only be employed where circumstances allow for adequate supervision and only after an assessment has been made taking into account their inexperience and possible immaturity, lack of awareness of potential risks and unfamiliarity with the workplace..

8.3 Disability Discrimination Act and Equal Opportunities

An assessment will be made prior to the employment of any person falling under the scope of the above Act of facilities and access arrangements with particular attention to emergency evacuation measures.

H & V Serviceplan Ltd are an equal opportunities Employer; persons are employed on the basis of merit and skill.

HEALTH AND SAFETY POLICY

9. INFORMATION AND TRAINING

9.1 Training

H & V Serviceplan Ltd recognises that safety training is essential in order that individuals are able to competently undertake the duties assigned to them.

Staff will be given general training and instruction when they are exposed to new or increased risks due to:-

- A change in the system of work
- New responsibilities
- Requirements of a specific new workplace
- New or changed work equipment or technology

The company recognises that fundamental to the success of its Safety Policy is that management should have received training necessary to control effectively the areas for which they are responsible.

An ongoing training programme is under development by the safety adviser to review current procedures and implement forthcoming training and instruction for Directors management and operatives.

Trade contractor's site management are required to ensure that relevant training is given to new employees or those new to the contract relevant to the tasks to be undertaken.

Specific safety topics are selected for "tool box talks" where measures to control risk are discussed and brought to the attention of employees e.g. existing hazards at the site location, work at height etc.

It shall be the responsibility of the site supervisor to organise safety induction talks, which, where practicable shall be held on the operatives first day on site.

Site induction training for the specific project will generally be carried out by the Principal Contractor and H & V Serviceplan Ltd employees and contractors will co-operate with all site rules and procedures.

9.2 Information

Information specific to the individual project will be made available and displayed in prominent locations in the form of site rules, health and safety notices, emergency procedures etc.

Relevant health and safety books, leaflets and HSE publications are held at the company office and are available to sites.

Members of staff who require specific information should consult with Alan Coldwell.

HEALTH AND SAFETY POLICY

10. DISPLAY SCREEN EQUIPMENT

10.1 Application of the Regulations to “Users”

The Health and Safety (Display Screen Equipment) Regulations 1992 as amended 2002 apply to work stations where there is a "user", that is an employee who habitually uses display screen equipment as a significant part of formal work.

All office staff, whether regular or occasional users, have been made aware of the safety requirements for DSE use as detailed below.

10.2 Hazards associated with this equipment include:-

Work related upper limb disorders e.g. temporary fatigue or pains in the hands, arms shoulders, soft tissue disorders e.g. carpal tunnel syndrome.

Prolonged static posture or awkward positioning.

Temporary visual fatigue due to glare or reflections, poor legibility of screen or documents, inadequate lighting, poor screen image etc.

Fatigue or stress.

Environmental factors e.g. humidity, heating, ventilation, static electricity.

10.3 Arrangements in connection with the use of this equipment:-

Assess the risks to health and safety of operators who use display screens for continuous periods of an hour or more.

Make arrangements for workstations to comply with the relevant standards.

Organise work activities so that, where possible, short breaks away from the display screen are a regular feature.

Make arrangements for eyesight tests at the request of any “user” and ensure that suitable basic spectacles are provided, where these are required for the display screen work concerned.

Arrange for relevant health and safety training of operators, and provide adequate information regarding these aspects.

10.4 Practical Control Measures to be Considered:-

Adjust chair display screen and other workstation equipment to find the most comfortable position.

Arrange for sufficient space to take whatever documents as are necessary. Use a document holder if necessary.

Maintain sufficient space below the desk to allow free movement of legs, use a footrest if necessary.

Adjust keyboard position and try to avoiding bending hands up at the wrist, use a soft touch and avoid over stretching the fingers.

Organise work to include regular breaks from screen work.

Avoid reflective glare due to windows or bright lights.

Ensure screens are clean and brightness/contrast are adjusted to suit lighting conditions. Screens should not flicker.

If any display screen user becomes aware that discomfort is experienced in hands, wrists, back, eyes etc they should consult with Alan Coldwell.

10.5 Training

Training will be provided for those persons defined as users or operators, and will cover the health and safety aspects associated with the equipment, including recognition of risks, and their causes, adjustment of seating and equipment positions, cleaning and maintenance, use of breaks, consultation arrangements and eye test arrangements.

HEALTH AND SAFETY POLICY

11. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

11.1 General

The Control of Substances Hazardous to Health Regulations 2004 imposes a duty on the employer to:

- Identify all substances in use, or likely to be encountered which could be hazardous to the health of employees (and others); and
- Assess the risk to their employees (and others) from the substance, taking into account the manner in which it is being used and the quantities involved.
- All potentially hazardous substances to be used must be identified and assessed for the risk to personnel.
- A less harmful substitute should be sought for any hazardous substance. Only if there is no less hazardous substitute available should the substance be used.

11.2 Construction site locations

All contractors must provide to H & V Serviceplan Ltd project specific assessments for work involving hazardous substances. These assessments must be submitted prior to work with the materials at the site.

Hazard data sheets and COSHH assessments for hazardous substances used on a specific project will be retained in a separate file.

Particular attention must be paid to the storage of such materials in accordance with the manufacturer's requirements as should the handling of containers at the point of use and application.

Contractors are required to inform H & V Serviceplan Ltd of any special storage requirements for substances which are harmful, flammable, explosive etc in advance of delivery of the materials to the site.

Contractors must ensure the provision for correct method of transport and disposal of materials and their containers; their residue could fall within the definition of special waste.

HEALTH AND SAFETY POLICY

12. PERSONAL PROTECTIVE EQUIPMENT AT WORK

12.1 Policy

In accordance with the Personal Protective Equipment Regulations (1992) it is the policy of the Company that suitable personal protective equipment (PPE) will be worn by the Company's employees and by others working at places controlled by the Company which will protect against one or more risks to his health and safety.

PPE will be issued to protect operatives against any hazards that cannot be controlled by other safety procedures.

Appropriate PPE will be provided or insisted upon for all employees, sub-contractors and visitors e.g. gloves, head protection, eye protection or ear defenders when operating specific machinery etc.

NB: PPE must always be considered a last resort, not as an alternative to a safe system of work.

12.2 Operation of Policy

The Company has a duty to ensure so far as is reasonably practicable, that employees wear or hold equipment which protects them from any foreseeable risk to their health and safety.

All PPE must be stored safely, maintained, replaced and cleaned as necessary; an initial appraisal of PPE on issue must check for damage or defects.

Any defects in PPE must be reported to site management immediately who will arrange for replacement.

Sub-contractors must comply with all safety rules for the project including compliance with the Personal Protective Equipment Regulations.

Where resistance to this policy is met the person will be removed from danger whilst appropriate contractual and disciplinary action is used to resolve the issue.

12.3 Assessing PPE Requirements

Assessment will be made on each work activity and the operation of individual machines to evaluate the requirement for protective equipment.

The Company will ensure that an assessment is made to determine whether any PPE they intend to provide is suitable.

Details of PPE to be worn or used to guard against specific hazards will be included on the results of all risk assessment and method statements.

An assessment will be reviewed when there is reason to expect it is no longer valid or there is a significant change in matters to which it relates.

HEALTH AND SAFETY POLICY

13. MANUAL HANDLING OPERATIONS

13.1 General

H & V Serviceplan Ltd make every effort to avoid the need for any employee to undertake a manual handling operation which involves a risk of injury. Mechanical handling aids (fork lift trucks, trolleys/barrows etc.) are used whenever practicable.

13.2 Hazards

The main hazards associated with manual handling operations include:-

- Possible injury to persons involved.
- Possible injury to others in the vicinity of items being moved.
- Damage to the fabric of the building resulting in creation of hazards to other users.

13.3 Control Measures

Where a significant manual handling operation involving employees cannot be avoided the Company will make a written assessment taking into account the following factors:-

- The task
- The load.
- The environment.
- The individual's capability and take appropriate steps to reduce the risk to the lowest reasonable level.
- Provide employees involved in any such manual handling operation with precise information about the weight of the load.

The assessment will be reviewed when there is reason to suspect that it is no longer valid, or there has been a significant change in the operation.

When manual handling cannot be avoided entirely, consideration will be given to the possibility of (1) automation, or (2) mechanisation, bearing in mind that either of these alternatives may introduce fresh risks requiring precautions of their own.

Similar considerations will apply to assessing the requirements of material deliveries.

The Company will delegate responsibility for carrying out assessments to individuals considered to possess sufficient experience, knowledge and understanding of the requirements of the Regulations.

Employees are encouraged to assist the assessment process by reporting any problems which they may have encountered in manual handling operations.

HEALTH AND SAFETY POLICY

14.0 THE CONSTRUCTION (DESIGN & MANAGEMENT) REGULATIONS 2007

14.1 Duties when Acting as Principal Contractor

Be satisfied that clients are aware of their duties and that a CDM co-ordinator has been appointed and HSE notified before commencing work.

Make sure that they are competent to address the health and safety issues likely to be involved in the management of the construction phase of the specific project.

Plan, manage and monitor the project with adequately resourced, competent site management appropriate to the type of work and level of risk.

Be satisfied when appointing contractors or designers that they are competent and have made adequate provision for health and safety.

Obtain risk assessments and method statements from contractors.

Provide contractors with information about the project and relevant sections of the Health and Safety plan to enable them to plan and carry out work safely.

Inform contractors working on the project of the timescale for planning and preparation before they will begin work on site.

Ensure that all workers have been provided with suitable health and safety induction, information and training.

Prepare (prior to commencement) the construction phase Health and Safety Plan which must be kept up to date and developed as the project progresses

Prepare and enforce any necessary site rules

Liaise with the CDM co-ordinator regarding any design work carried out during the construction phase.

Take reasonable steps to keep unauthorised people off site.

Ensure the co-ordination and co-operation of contractors to prevent inter-relationship problems.

Make sure that suitable welfare facilities are provided from the start of the construction phase.

Make arrangements for the co-ordination of the views of employees or their representatives.

Display notification details.

Provide the CDM co-ordinator with information when requested for the Health and Safety File.

NB; Principal Contractors must also comply with the duties placed on all contractors

14.2 Duties when Acting as a Contractor

Be satisfied that they and anyone they employ or engage are competent and adequately resourced.

Ensure that employees and contractors employed have sufficient information and training needed for the particular work.

Plan, manage and monitor their own work to make sure that those under their control are safe from commencement on site.

HEALTH AND SAFETY POLICY

14.0 THE CONSTRUCTION (DESIGN & MANAGEMENT) REGULATIONS 2007 (Continued)

14.2 Duties when Acting as a Contractor (Continued)

Ensure that any contractor that they engage has information on the timescale for planning and preparation before they will begin work on site.

Provide workers under their control with relevant information relating to other contractor's work, reporting of problems, emergency arrangements and any additional induction training required (other than that provided by the Principal Contractor.)

Co-operate with the Principal Contractor and other contractors working on the project.

Where any design work is undertaken comply with the designer's duties under Regulation 11 of CDM 2007 and obtain specialist advice (where necessary) when planning any high risk work.

Comply with Part 4 of CDM 2007 "Duties relating to health and safety on construction sites" and the provision of welfare facilities detailed at schedule 2.

Consult with the workforce on health and safety matters.

Check that clients are aware of their duties.

HEALTH AND SAFETY POLICY

15. WORK AT HEIGHTS

15.1 General

Work at heights must comply with the Work at Height Regulations 2005. Operatives undertaking work at heights must be properly trained to enable them to recognise the dangers and know what steps to take to avoid them.

15.2 Working Platforms/Prevention of Falls, Falling Objects

A safe working platform must be maintained and safe working practices observed to prevent falls of personnel from the workplace or access to the workplace. Control measures must be maintained to prevent the fall of materials, tools, equipment or other objects from height which impose hazards for other workers or persons nearby or underneath the workplace.

15.3 Access Equipment

Scaffolding or other access equipment must be appropriate for the work to be carried out safely. All access equipment, ladders, towers, etc. must be regularly inspected and maintained.

Any faults in access equipment and materials must be reported by site managers or operatives immediately.

Before any work commences where safety belts, harnesses or other equipment are to be used training must be given to operatives undertaking that section of work.

Ladder access to working areas at height must be removed when the site is unattended.

15.4 Overhead Work

All necessary measures are to be taken to inform by notices of work being carried out above. Head protection must be worn where work at heights is being carried out.

Whenever possible, where work is being carried out at high level measures should be taken to prevent access to areas or levels beneath that work.

Materials must not be thrown down from high level other than by means of a chute or other safe method of work.

15.5 Fragile Structures

Before any work commences on a roof, fragile materials must be identified.

If any doubt exists as to the "reliability" of a roof or other structure to withstand a persons' weight it should be treated as a fragile material (e.g. industrial roofing sheets, extension flat roofs).

Cement asbestos roofs must always be considered to be fragile i.e. unable to support a persons body weight.

Crawling boards or other suitable coverings should be used on fragile materials such as:-

- Certain plastic sheeting
- Wired glass (e.g. rooflights)
- Wood wool slabs
- Asbestos/fibre cement sheets
- Corrugated steel sheeting if rusted
- Any roofing surface where uncertainty exists as to its ability to take a persons weight.

Crawling boards provided must be at least 430mm wide and where possible, secured to prevent movement.

15. WORK AT HEIGHTS (Continued)

15.5 Fragile structures (Continued)

No person should pass across, work on or from any fragile roof unless suitable and sufficient platforms, coverings or other similar means of support are provided and used.

No person must pass or work near fragile materials (e.g. rooflights etc.) unless suitable and sufficient guard rails, coverings or other measures are taken to prevent a person falling through that material.

Barriers must be erected around openings and rooflights or alternatively they should be covered over. The covering should be substantial and secured in position. Where it is not possible to secure the covering, a notice should be fixed to the cover warning that there is a hole below.

15.6 The Work at Heights Regulations 2005

H & V Serviceplan Ltd recognise the duty to avoid work at height, wherever it is possible to do so, by pre assembly or preparation of as much of the work as possible prior to working at height.

Where work at height is unavoidable measures will be in place to prevent any person falling a distance liable to cause personal injury. Risk assessments will be undertaken to select the work equipment most suitable to ensure and maintain safe working conditions.

A full fixed access scaffold erected by competent scaffolding contractors or fully guarded working platform for a scaffold tower is generally required for any work at heights undertaken by H & V Serviceplan Ltd.

15.7 Factors to be considered in selecting appropriate work equipment.

When conducting risk assessments on the type of access and working platform for work at height, factors to be considered include:-

- The job to be carried out.
- The duration and number of times it needs to be undertaken at that location.
- Number of people required
- The height and consequence should a fall occur.
- The equipment and materials necessary to undertake the job
- On site ground conditions,
- Location and other hazards (overhead power lines, neighbouring structures, occupied areas, work over public areas etc.
- Level of training and experience of those who will use the access equipment.

Where reasonably practicable the equipment should provide a flat suitably sized working platform with barriers or rails with good stability. The platform should be big enough to allow room to work safe, passage (if required) and the safe use of equipment and materials.

H & V Serviceplan Ltd recognise the limitations of use for ladders and stepladders as equipment to work from. Where ladders or steps are in use, it will be ensured that these are suitable because of the short duration and light work to be carried out and that other alternative equipment would not be practicable, having assessed the work operation.

HEALTH AND SAFETY POLICY

16. PROCEDURES RELATING TO ASBESTOS CONTAINING MATERIALS

16.1 General

Responsibilities and required action with regard to asbestos containing materials (ACM) are detailed within the Control of Asbestos Regulations (2006) (CAR) effective from November 2006.

H & V Serviceplan Ltd recognise that only licensed contractors may work with asbestos insulation, asbestos coating or asbestos insulating board or with asbestos cement where exposure is likely to exceed the action level.

16.2 Risks from Asbestos Dust

Disturbing asbestos can release small fibres into the air which, when breathed in, may lead to a number of diseases which include:-

- Asbestosis or fibrosis (scarring) of the lungs
- Lung cancer; and
- Mesothelioma, a cancer of the inner lining of the chest wall or abdominal cavity.

There is usually a long delay between first exposure to asbestos dust and the diagnosis of the disease.

Where maintenance, repair or refurbishment work is carried out in buildings which were built or refurbished before 1985 asbestos fibres may be disturbed during stripping out, drilling or cutting of materials, work around services etc.

16.3 Possible Locations of Asbestos within Buildings

High risk of exposure to asbestos fibres are likely when working in buildings built or refurbished between 1950 and 1985 particularly if it has a steel frame or boilers with thermal insulation.

ACM cannot be easily identified from appearance and must be surveyed for by qualified surveyors.

The most common uses of asbestos have been:-

- sprayed asbestos and loose packing – generally used as fire breaks in ceiling voids;
- moulded or preformed lagging – generally used in thermal insulation of pipes and boilers;
- sprayed asbestos – generally used as fire protection in ducts, fire breaks, panels, partitions, soffit boards, ceiling panels and around structural steel work;
- insulating boards used for fire protection, thermal insulation, partitioning and ducts;
- some ceiling tiles;
- millboard, paper and paper products used for insulation of electrical equipment. asbestos paper has also been used as a fireproof facing on wood fibreboard;
- asbestos cement products, largely used as corrugated sheets as roofing and wall cladding, gutters, rainwater pipes and water tanks;
- certain textured coatings including some artex;
- bitumen roofing material;
- vinyl or thermoplastic floor tiles;

16.4 Responsibilities of the Client/those in Control of Premises or Maintenance Activities

Clients in control of commercial premises are required to:-

- Take reasonable steps and sufficient assessment to locate materials likely to contain asbestos including a visual inspection of the property or survey and report
- Assume that any material contains asbestos unless there is evidence to the contrary.

HEALTH AND SAFETY POLICY

16. PROCEDURES RELATING TO ASBESTOS BASED MATERIALS (Continued)

16.4 Responsibilities of the Client/those in Control of Premises or Maintenance Activities (Continued)

- Keep an up to date record of these materials and ensure this is provide to anyone who may disturb it (i.e. a register)
- Monitor the condition of these materials.
- Assess the risk of exposure from asbestos and presumed asbestos materials.
- Prepare and implement a management plan to control these risks.

16.5 Action to be Taken Prior to and During Refurbishment Works

When acting as Principal Contractor H & V Serviceplan Ltd will seek confirmation from those in control of the premises as to the existence of asbestos at the site.

Where a survey and register for asbestos exists this will be consulted to identify any areas of work where disturbance of any ACM is possible.

Where asbestos is present and requires removal or encapsulation this will be carried out by a licensed contractor prior to work in any area where ACM may present any risk to site workers.

Should a survey not have been undertaken in accordance with the Control of Asbestos Regulations (CAR) the client would be advised of this requirement.

If suspect materials are uncovered during normal working, works will cease in that area whilst those in control of the premises are informed of the presence of such materials.

16.6 Employer's Duties

Under (CAR) and other relevant legislation H & V Serviceplan Ltd recognise their duties which include:-

- Liaise with premises management to consult an asbestos register or survey to note where ACM have been identified in relation to where they will be working and the nature of the work.
- Carry out a risk assessment to decide on the likelihood of exposure and control measures required.
- Formulate a plan of work.
- Prevent exposure or reduce it to the lowest level possible by using control measures such as banning the use of power tools likely to create large quantities of dust, dampening materials, using dust extraction equipment etc.
- Dispose of any asbestos waste properly to a facility licensed to take special waste including any contaminated cloths, respirator filters etc.
- Provide information, instruction and training to those whose work may disturb asbestos.
- Provide appropriate personal protective equipment and ensure that it is used properly.

16.7 Employees' Actions

- Ask the site manager to confirm that the premises have been checked for asbestos.
- If any suspect materials are uncovered during work, report this to the site manager and assume that these materials contain asbestos and do not disturb them.
- Carry out work in accordance with the plan of work or method statement with regard to ACM's.
- Use any personal protective equipment provided, check that it is clean, fits correctly and report any defects to the site manager.

HEALTH AND SAFETY POLICY

17. PERMIT TO WORK PROCEDURES

17.1 Purpose and Scope

The purpose of the permit to work (PTW) procedure is to pre-evaluate the hazards involved with the activity to be carried out, and then to prescribe in writing the permit to work, prior to work beginning.

Permits must clearly show the precautions required to carry out work within an area where known hazards may exist.

17.2 Permit Types and Circumstances of Use

Since the PTW system constitutes a formal detailed work method for ensuring that safe systems of work are put in place, they will normally be reserved for circumstances where the potential hazards involved are significant and where the precautions which will be necessary could be complex and need positive control.

The permit types and circumstances where H & V Serviceplan Ltd may require permits are as follows:

Hot Work

- Hot work shall only be carried out when there is no reasonable alternative.
- A hot work permit will be required for all work which requires a flame or other source of ignition for its execution, or which will produce or expose a possible source of ignition capable of igniting a flammable gas, liquid or other materials.

Electrical

- The electrical work or testing permit will be required to prevent machinery or systems being worked on from becoming "live" by imposing a system of electrical lockout for the period of the permit.

17.3 Safe System of Working

Site supervisors will monitor control measures identified in the risk assessments covering the work to ensure that they are implemented.

Contractors must ensure that the sequence of work activities, methods adopted, emergency arrangements, equipment to be provided etc are strictly in accordance with those specified in the method statement and on the permit.

Permits to work must be obtained from the authorised person nominated for the specific project (usually the site supervisor).

The authorised person will be appointed to act with regard to particular aspects of the PTW procedure and for the issue of a permit.

The Task Supervisor is the person who will actually take charge of the work as listed in the permit to work. He will be responsible for himself and those he controls in complying with the conditions specified in the PTW. On completion of the work, he will be responsible for restoring the work area to a safe and orderly condition, and for returning and signing off the PTW in the presence of the authorised person.

17.4 The Use of Permits to Work

Work will not be allowed to start until the authorised person is satisfied that the conditions of the permit are met and that the conditions laid down in the permit are accepted by those undertaking the work.

Permits will be issued for a maximum of 24 hours.

PTW procedures and permit to work forms will be site specific and issued for each project as required.

HEALTH AND SAFETY POLICY

18. PLANT ON SITE/ELECTRICAL SAFETY

18.1 Electrical Hazards/Equipment

All temporary or permanent electrical installations at H & V Serviceplan Ltd premises or sites must be installed by a person who is competent to carry out the work. After the installations, electrical equipment must be checked for defects at regular intervals and records kept.

All plugs and cables at site offices must be checked regularly for loose connections or damage. All faults discovered shall be rectified immediately if they can be dealt with by a member of staff or as soon as possible if a qualified electrician is required.

The requirements of the Electricity at Work Regulations 1989 in regard to portable electrical appliance testing must be organised at site locations by the site supervisor.

18.2 Portable Hand Tools and Appliances

All electrically powered portable hand tools and plant brought to site should be rated at 110V or be battery operated.

All contractors' or "hired in" electrically powered hand tools will be marked with the date of their last test and inspection.

Site workers must inspect equipment, connections and leads for visual defects.

Equipment shall be subject to nominated detailed inspection frequencies. No out of test date equipment shall be used.

Any item of defective or suspect plant shall be tagged with a "Danger - Do not use" sign and removed from site for repair or disposal as soon as practicable.

18.3 Plant on Site

All plant brought to sites must be in good order and be fitted with all necessary safety devices and guards.

Only trained and authorised or where appropriate certified operators are permitted to operate any item of plant. Copies of plant operator's certificates will be provided to the Site Supervisor for inclusion within the site safety files/construction phase plan.

Testing and all necessary examination certificates for plant must be recorded and kept on site by the site supervisor.

Appropriate daily checks for specific plant must be carried out prior to use in accordance with the manufacturers requirements.

Any defect in plant must be reported immediately for repair where such defects could affect safety on the site. Defective plant must not be used until repairs are carried out.

All plant must only be used for the operation for which it is designed and must be properly secured and immobilised at the end of each working shift or when left unattended for any significant length of time.

HEALTH AND SAFETY POLICY

19. WORK WITH LEAD PIPEWORK

19.1 General

Work which involves the use of lead will be carried out in compliance with the Control of Lead at Work Regulations 1998 and Approved Code of Practice.

A risk assessment must be carried out before any activity commences which will involve the use of lead or lead based products.

Work carried out at H & V Serviceplan Ltd is generally of the type referred to in table 2 of the Approved Code of Practice which should not result in significant exposure.

H & V Serviceplan Ltd will prevent where possible if not the control the exposure to lead by use of the control measures detailed below.

19.2 Main hazards to be considered

1. Lead poisoning through absorption through the skin, ingestion or inhalation of any dusts or fumes produced.
2. Poor hygiene practices leading to increased exposure through failure to wash thoroughly before taking meal breaks.

19.3 Control Measures

1. Only those authorised to carry out work with lead and provided with induction talks regarding hazards and risks associated with its handling and use should work in areas which could involve contact with that material.
2. All operatives handling lead must be particularly mindful of the need to wash thoroughly before meal breaks, etc.
3. No eating, drinking or smoking will be permitted whilst working with lead.
4. Consideration will be given to the use of less hazardous alternative material wherever possible.
5. Operatives will be issued with personal protective equipment (gloves, dust masks etc.) as necessary for work operations in order to restrict exposure by skin absorption or inhalation.
6. When removing lead sheeting and flashings cutting should be kept to a minimum.

HEALTH AND SAFETY POLICY

20. REMOVAL OF HOT WATER SYSTEMS, AIR CONDITIONING AND DUCTWORK

20.1 General

When removing hot water systems, air conditioning and ductwork there is potential risk to the exposure of the Legionnaires bacteria. These bacteria breed in stagnant water between 20-45°C. Inhalation of contaminated water droplets/aerosol spray could result in the contracting of Legionnaires Disease.

Symptoms of Legionnaires disease are similar to the symptoms of the flu and include high temperature, feverishness and chills, cough, muscle pains, headache; and leading on to pneumonia, very occasionally, diarrhoea and signs of mental confusion.

Anyone exhibiting these symptoms after undertaking dismantling operations must report this immediately and seek urgent medical advice.

20.2 Hazards

1. Hot water systems, air-conditioning systems and cooling towers may contain the Legionella bacteria.
2. Stagnant water in the pipes (leaks from the water system may release water droplets containing the bacteria into the air and this could be inhaled).
3. Risks from existing services (electrocution/fire, release of gas).
4. Fire caused by short circuits.
5. Working at height to remove ductwork, air conditioning units etc.
6. Cuts and abrasions from sharp edging to the ductwork etc.

20.3 Control Measures

1. Prior to commencement of work to air conditioning systems, existing services must be located isolated and made safe.
2. Where services remain operational these are to be marked/signed by a competent person to make all carrying out the works aware of the nature of these services.
3. Schematics detailing the water system will be prepared (or studied if available) to decide how best to dismantle the system to minimise risks of exposure to water droplets/aerosol from the system.
4. The air conditioning records should be assessed for when maintenance has been carried out, when the unit became non-operational (if applicable)
5. The removal of air conditioning units will be carried out only by competent persons qualified and experienced in this work.
6. Removal of air conditioning systems should be kept complete to reduce the risk of potentially contaminated water escaping.
7. All operatives will be issued with PPE (gloves, masks, protective clothing etc) to guard against hazards that can not be controlled by other measures. (For further information on PPE please refer to section 12 in this policy)
8. When cutting/removing old ducting and pipework is unavoidable site operatives have been made aware of health risks associated with stagnant water (legionella)
9. Adequate washing facilities will be provided and PPE issued to reduce contact with stagnant water including gloves/waterproofs etc
10. Control measures for working at height are detailed within section 15 to this policy.