



HEALTH AND SAFETY POLICY

Climate Energy Group

**(Climate Electrical Ltd & Climate Plumbing
& Heating Ltd)**

June 2020

Provided by:



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INTRODUCTION

Industry leader in the field of electrical and HVAC services, by being a valued partner and expert solutions provider for customers across the UK. Providing quality, cost-effective services and products. Our clients' experience of our reliable and industry-leading work will exceed their expectations. We pride ourselves on having the best engineers and electricians working for us. Our people are at the heart of our business and we are committed to helping them develop professionally and personally.

This policy is available to access by all employees and officers of Climate Energy Group and any other interested person that may be affected by our work or activities. A hard copy is kept securely in our head office, and electronic copies can be provided on request.

All employees are encouraged to fully familiarise themselves with this policy and accompanying documentation. Employees are required to confirm that they are aware of and understand the contents of this policy. If they are unsure of or do not understand any aspect, they should speak to their Manager at the earliest opportunity for clarification.

We ensure that this policy is managed effectively by regularly monitoring the policy (at least annually) and revising when necessary. Revisions and amendments may be necessary to reflect legislative change, or changes that have taken place within Climate Energy Group. Employees are informed when revisions or amendments are made.

Climate Energy Group encourages all employees to inform the Management of any aspect of this policy which they consider to be inadequate, ineffective, or in any other way unsuitable; with a view to ensuring that this policy is maintained as a true working document.

Climate Energy Group accepts that the responsibility for health, safety and welfare is ultimately with the Managing Director, and accepts the duty under law to provide a working environment that is free from danger or hazard, so far as is reasonably practicable.

Effective Health, Safety and Welfare management is a priority and will never be compromised for any other objectives.

POLICY STATEMENT OF INTENT

Climate Energy Group believes that the effective management of health and safety is an essential element within its overall business plan. An effective and practical health and safety ethos is reflected in high productivity and quality standards.

We engage the services of Rhino Safety Limited, an external Health & Safety consultancy, to provide us with expert advice, support and guidance. This demonstrates our commitment to the continuous monitoring and improvement of health, safety and welfare in our workplace, with a view to achieving high standards and best practices.

We recognise that our employees are our most important asset, and we are wholly committed to protecting their health, safety and welfare in our workplace at all times. We will also safeguard any other people who may be affected by our work activities.

We recognise that from an economic viewpoint, early prevention is not only better; it is also more cost effective than a later cure. There is no conflict between profit and safety considerations; they go hand in hand. High health and safety standards make sound commercial sense. Health and safety is never compromised for any other objectives.

We are committed to full compliance with all health and safety legislation. Whenever it is reasonably practicable and appropriate, we will strive to set standards beyond our statutory obligations. We will monitor and review our processes and procedures on an ongoing basis, in order that potential improvements in our health and safety standards can be recognised and implemented.

Our intentions:

- To identify, assess and proactively manage the health, safety and welfare hazards and risks that are associated with our business; and to ensure that all our employees (and any other person who may be affected by our work activities) are aware of and understand those hazards, risks, and control measures. Hazards and risks will be prevented, reduced or controlled to an acceptable level to ensure the potential for incidents and accidents is minimised.
- To require any sub-contractors or other person working in our workplace to prove their health and safety competence; and also require them to identify, assess, manage and communicate any health and safety hazards and risks associated with their work that may impact on our work activities.
- To actively involve our employees in consultation on matters affecting health, safety and welfare, and to promote and demonstrate open and transparent communication.
- To provide our employees with the appropriate information, education and supervision to ensure that they are competent in their duties.
- To provide and maintain safe resources and equipment; and provide adequate and effective control measures to identify, assess and manage the health and safety risks related to our work activities, our resources and our equipment.
- To do everything that is reasonably practicable to prevent incidents, accidents and instances of work-related illnesses; including by providing training and education to employees where appropriate.
- To review and (where appropriate) revise this policy regularly, and to assess its ongoing effectiveness.
- Ultimately, to maintain a safe and healthy working environment.

Signed on behalf of Climate Energy Group:

Name:

Position:

Date:

RESPONSIBILITIES

DIRECTORS

The responsibilities of the Directors are to:

- Be responsible for the implementation of the Climate Energy Group Health and Safety Policy.
- Regularly (at least annually) review the Health and Safety Policy to ensure that it remains in compliance with Climate Energy Group's objectives for Health and Safety.
- Ensure that Management and employees at all levels fully understand the arrangements for the implementation of the Health and Safety Policy.
- Ensure that all levels of Management and employees are aware of and carry out their responsibilities and obligation to comply with the Climate Energy Group Health & Safety policy (and other related rules or procedures) that are in place at their actual place of work.
- Ensure that all health and safety issues are communicated promptly and effectively.
- Ensure that sufficient funds/resources are allocated within the company budget for the requirements of health, safety, and welfare provisions.
- Ensure that statutory insurance cover is in place, and that the current statutory Certificate is displayed in a prominent position.
- Ensure that open and transparent consultations between Management and employees take place at regular intervals.
- Ensure that contractors, temporary workers, visitors etc., adhere to the Climate Energy Group health and safety rules and procedures and any other relevant legislation.
- Ensure that all risk and hazard assessments relating to the activities and hazards of Climate Energy Group are completed and recorded; the results communicated to all employees; and that the assessments are reviewed regularly (at least annually and/or whenever change occurs).
- Ensure that safe access and egress throughout the workplace is provided and maintained.
- Ensure that suitable and sufficient Personal Protective Equipment (PPE), if appropriate, is provided for any relevant hazards within Climate Energy Group's premises, or operations elsewhere by their employees.
- Ensure that appropriate First Aid personnel and resources are provided; and that employees are aware of the identity of First Aid personnel, the location of facilities, and the requirement to record all accidents/incidents, either in the Accident Book, or in another approved format.
- Ensure that adequate fire-fighting equipment is provided, and to ensure that all maintenance records are kept complete and up to date.
- Ensure that there are suitable means of raising the alarm in the event of a fire, and that checks are carried as per the statutory guidelines.
- Ensure that fire escape routes and doors are provided, maintained in good working order, and kept free from obstruction.
- Ensure that all reportable injuries, diseases, and dangerous occurrences are reported either by telephone or online, and that all required documentation is forwarded within the relevant time periods;
- Ensure that records are compiled for all statutory inspections, testing, or maintenance carried out on all work equipment, and that these are fulfilled by competent personnel.
- Ensure that any faulty work equipment is immediately taken out of service until either repaired or replaced.
- Ensure that all welfare facilities, including temperature, lighting, and ventilation levels, are appropriate and adequate.
- Ensure that all flammable and hazardous substances are contained and identified with signs to comply with the statutory C.O.S.H.H. Regulations.

EMPLOYEES

Health and Safety legislation requires Climate Energy Group employees to accept and comply with the following responsibilities:

- To take all reasonable care of their own health, safety and welfare; and that of any other person who may be affected by their actions or failure to act; and to cooperate with Climate Energy Group and its Directors to enable them to fulfil their own responsibilities successfully.
- To always follow safety rules; to avoid improvisation, and to comply with the Climate Energy Group health and safety policy (*and any policy and requirements in place at their working site*).
- To only undertake work or actions in they are qualified or competent; to carry out their work in a safe manner in accordance with instructions.
- To never participate in horseplay or other actions that could place them or those affected by their actions at risk of harm.
- To always use, transport, and store materials, equipment and tools in a safe and secure manner.
- To assist in ensuring that emergency escape routes are never blocked or obstructed.
- To always wear suitable clothing and personal protective equipment (PPE) for the task being undertaken.
- To always report any unsafe action or condition, including hazards, defective equipment, unsafe practices, accidents and near misses.

Under no circumstances must an employee or employees purposely interfere with, or misuse, or compromise, any item or resource (*e.g. guards, signs, and firefighting equipment*) provided in the interests of the health, safety or welfare of Climate Energy Group staff or other persons.

EXTERNAL HEALTH AND SAFETY CONSULTANCY

The responsibility of Rhino Safety Limited is to:

- Advise Climate Energy Group on Health and Safety issues and legal compliances.
- To inform the company on any updates to legislation and advise on the effects of any updated legislation to the company.
- Prepare any Health and Safety documentation as required (risk assessments etc.).
- To assist in the regular review and revision of the Health and Safety documentation applicable to the company.
- Provide support and advice in relation to any Health and Safety issues.

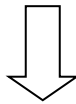
INFORMATION FOR EMPLOYEES

Climate Energy Group is required to provide certain information regarding health and safety legislation to all their employees. We comply with this requirement by displaying the approved Health and Safety Information poster on their premises. This poster is kept in a readable condition.

ORGANISATIONAL CHART

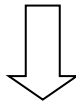
DIRECTORS

Grant Spink (Electrical)
John Hopwood (Heating & Plumbing)



MANAGERS

Kylla Smart
Mark Concannon
Kerry Hilditch



HEALTH & SAFETY CONSULTANTS

Rhino Safety Limited

ARRANGEMENTS

The following sections detail the arrangements we implement to effectively minimise, control and manage the risks that we have identified as having the most potential to cause serious harm associated with our workplace and activities.

We recognise that there are other ways in which harm may be caused during our work activities, even when the harm may not be significant. As with general daily life, there are very few areas that are entirely free from risk. We expect all employees, subcontractors, and others who may be involved in or affected by our work activities to take all reasonable care to prevent any harm, irrespective of how minor the harm may seem, and to engage in sensible precautions where necessary; even where such precautions are not explicitly identified within this document.

CONSTRUCTION (DESIGN & MANAGEMENT) REGULATIONS 2015

- The Aims of the Regulations are to help everyone:
- Sensibly plan the work so the risks involved are managed from start to finish;
- Have the right people for the right job at the right time;
- Co-operate and co-ordinate work with others;
- Have the right information about the risks and how they are being managed;
- Communicate this information effectively to those who need to know;
- Consult and engage with workers about the risks and how they are being managed.

CONSTRUCTION PHASE PLAN

The client must ensure that a construction phase plan for the project is prepared before the construction phase begins. The plan outlines the health and safety arrangements, site rules and specific measures concerning any work involving the particular risks. For single-contractor projects that Climate Energy Group are working on, we will ensure we prepare the plan. For projects involving more than one contractor, it is the principal contractor's duty.

THE HEALTH AND SAFETY FILE

A health and safety file is only required for projects where the client is non-domestic, and involving more than one contractor. The client must ensure that the principal designer prepares a health and safety file for their project; where the principal designer's appointment finishes before the end of the project, the principal contractor must take on responsibility for ensuring that the file is reviewed, updated and revised for the remainder of the project. Its purpose is to ensure that, at the end of the project, the client has information that anyone carrying out subsequent maintenance or construction work on the building will need to be aware of in order to be able to plan and carry out the work safely and without risks to health.

NOTIFIABLE PROJECTS

A project is notifiable if the construction work on a construction site is scheduled to:

- Last longer than 30 working days and have more than 20 workers working simultaneously at any point in the project, or;
- Exceeds 500 person days.

Where a project is notifiable, the client must give notice in writing to the HSE as soon as is practicable before the construction phase begins and the F10 must be displayed on site.

CONTRACTOR

When Climate Energy Group acts as a contractor during a project, we will ensure that:

- We will not carry out construction work in relation to a project unless satisfied that the client is aware of the duties owed by the client under these Regulations;
- We plan, manage and monitor construction work carried out either by ourselves or by workers under our control, to ensure that, so far as is reasonably practicable, it is carried out without risks to health and safety.

Where there is more than one contractor working on a project, we will comply with:

- Any directions given by the principal designer or the principal contractor; and
- The parts of the construction phase plan that are relevant to that our work on the project.

If we are the sole contractor working on the project, then we will draw up a construction phase plan, as soon as is practicable prior to setting up a construction site.

We will not employ or appoint a person to work on a construction site unless that person has the necessary skills, knowledge, training and experience to carry out the tasks allocated to that person in a manner that secures the health and safety of any person working on the construction site.

We will provide each worker under our control with appropriate supervision, training, instruction and information so that construction work can be carried out without risks to health and safety.

CONTRACTOR SELECTION

Climate Energy Group has adopted a policy that we will only work with Contractors who can demonstrate and validate their commitment to high standards of health and safety. As such, all Contractors will be selected via a process that substantiates their competency.

Management Controls

- Wherever possible, contractors are selected through seeking recommendations from trusted industry peers; and the development of a good working relationship over many years.
- Contractors are required to submit documentation including their Health and Safety Policy, Risk Assessments, Method Statements, and valid Insurance Certificates.
- Contractors are required to provide evidence of the Training and Experience of their staff.
- Contractors are required to provide evidence of relevant industry accreditations that they hold.
- Contractors are required to provide details of their Accident Records and any relevant prosecutions.
- For any contractors' work equipment used on the premises, safe procedures for use and maintenance are expected to be followed, to meet the requirements of the relevant Work Equipment regulations.

C.O.S.H.H.

C.O.S.H.H. stands for the Control of Substances Hazardous to Health. In the course of our work activities, employees may be exposed to, or required to use, substances that may be hazardous to health if proper control measures are not adhered to.

SUBSTANCES HAZARDOUS TO HEALTH INCLUDE:

- Any chemicals that have to be labelled as 'very toxic', 'toxic', 'harmful', 'irritant' or 'corrosive';
- Any substance with a 'maximum exposure limit' or 'occupational exposure standard' (OES);
- Substantial quantities of airborne dust of any kind;
- Harmful micro-organisms;
- Any other substance that creates a comparable health hazard.

Certain substances, such as asbestos and lead, are covered by specific Regulations.

Management Controls

- We ensure that we have the current datasheets for all substances hazardous to health that we use during our operations.
- These substances are assessed, and the correct control measures implemented.
- All the hazardous substances we hold are stored in a suitable safe location.
- Where appropriate, suitable Personal Protective Equipment is provided for use when dealing with hazardous substances, and staff are instructed that they must wear it.

Employee Responsibilities

- Always wear the Personal Protective Equipment provided.

CYLINDER HANDLING

Gas cylinders are heavy and can be awkward to handle and move, and as such pose a risk of injury.

Management Controls

- Cylinders are checked for any damage or corrosion prior to moving them.
- Valves are checked to ensure they are fully closed.
- Trolleys are provided and must be used when moving cylinders over large distances.
- Suitable Personal Protective Equipment is provided.

Employee Responsibilities

- Do not roll cylinders, as this damages them and could cause the valve to accidentally open.
- Ensure you are wearing the correct Personal Protective Equipment.
- Never use a cylinder as a roller or to support other objects.
- Always report any damaged cylinders.

DISPLAY SCREEN EQUIPMENT

A user of Display Screen Equipment is defined as a person who "habitually uses display screen equipment as a significant part of their normal work". Generally, this means an employee who uses DSE more or less continually during the working day (*or for continuous spells of an hour or more at a time*); and who has to transfer information quickly to or from the screen.

Management Controls

- Workstations within our offices will be assessed with a view to reducing the risks associated with DSE.
- The assessment will be reviewed when; hardware/software is modified or changed; the workstation is modified; the time spent using equipment increases; there is a change in task, the workstation is relocated, or the lighting modified.
- We ensure that there is sufficient space for the operator to move, change position, and store documents.
- We ensure that lighting is suitable and sufficient to reduce glare and reflections.
- We assess ancillary equipment to ensure noise does not create excessive disturbance.
- Checks are made to ensure that excessive heat is not produced by ancillary equipment.
- We ensure that humidity is maintained at a suitable and adequate level.

EYE TESTS

The provision of eyesight tests for present and future users of DSE is available. Present users shall be provided, on request, with appropriate eye tests. It is advised that future users are tested before they become users.

Repeat testing is to be at the discretion of the optometrist conducting the test. However, there is no compulsion on employees to undergo tests against their will.

Where the user experiences difficulties with DSE the employer should provide eye/eyesight tests as soon as possible. Climate Energy Group will meet the cost of providing a full eye / eyesight test with an optometrist or doctor; and will contribute towards the cost of any corrective equipment (such as spectacles) that are prescribed specifically for use with DSE.

DISPOSAL OF WASTE – GENERAL

It is the policy of Climate Energy Group to conduct all aspects of our activities in accordance with approved and acceptable waste management practices, and to operate within current legislation. Legislation regarding items prohibited from entering the waste stream are continuously being updated; therefore, if there is any doubt about how a particular waste product should be dealt with, a manager should be contacted

Management Controls

- General Waste: General waste (*i.e. neither hazardous nor clinical*) is collected on a regular basis and not left to build up.
- Confidential Waste: Precautions are taken when disposing of confidential waste, and independent companies are contracted to dispose of confidential materials where necessary.
- Hazardous Waste: Hazardous waste includes; IT and telecommunications, including monitors and handsets; lighting equipment, including fluorescent tubes; electrical equipment and electronic tools; monitoring and control devices; and automatic dispensers. Any hazardous waste is disposed of according to the relevant legislation.
- Recycling: All other waste is recycled. Containers clearly marked with what can be disposed of are sited throughout Climate Energy Group and can be used to recycle; paper, newspapers, envelopes, cardboard, cans and glass, and toner and printer cartridges. Other items must not be placed in the recycling bins as this can lead to the contamination of an entire recycling load, which will then be taken to landfill.

Employee Responsibilities

- All employees of Climate Energy Group have a personal responsibility for the way their conduct impacts on the environment and must ensure that they carefully consider all materials before disposing of them as waste.

ELECTRICAL EQUIPMENT USED ON SITES

Management Controls

- All portable electrical equipment and wiring used for on-site working is inspected on a regular basis and have relevant certification where appropriate.
- Regular inspections are undertaken and recorded in accordance with the Electricity at Work Regulations.
- Climate Energy Group ensures the effective isolation of electrical equipment, which means that the reconnection of such equipment is prevented. Isolation is ensured by means of Circuit Breakers for on-site working; or a Residual Current Device (RCD) or Fuse Box on the electrical supply panel on premises.
- Portable Appliance Test (PAT) records are kept in order to monitor equipment, to highlight potential faults or adverse trends, and to schedule the frequency of testing.
- Climate Energy Group ensures that all electrical Installations conform to the requirements of Electricity at Work regulations and wiring regulations. Providing electrical installations (*and maintaining them in a safe condition*) includes the requirements for:
 - Ring Circuits;
 - Fused plugs and switched sockets;
 - Wiring colours;
 - Isolation and switching;
 - Inspection and testing (*formal and periodic inspections*);
 - Protection against fire;
 - Protection against electric shock (*e.g. earthing, use of RCDs, insulation*);
 - Protection against overcurrent (*e.g. fuses, Circuit Breakers, etc.*).

FIRE SAFETY

Strict compliance with fire safety instructions is necessary to ensure the safety of all staff and visitors to the premises of Climate Energy Group. The fire assembly point is located on the car park.

Management Controls

- Management are responsible for ensuring that each member of staff is aware of these instructions and is also familiar with the procedures to be followed in the case of a fire or fire alarm.
- All staff are briefed by a nominated and competent person on the fire safety arrangements of Climate Energy Group at least once a year. Such training is recorded and held on the premises. The training record is signed by the employee, to formally confirm their understanding of that training.
- Climate Energy Group nominates a person to be responsible for ensuring that employee training in fire safety is carried out as necessary. The person responsible is competent in fire safety and arranges the necessary training in accordance with the following guidelines:

DUTIES OF THE NOMINATED AND COMPETENT PERSON RESPONSIBLE FOR FIRE SAFETY

The person responsible for fire safety:

- Maintains an up-to-date Register of Employees. This Register is available for inspection at all times and is taken to the fire assembly point in the event of an evacuation, for the purpose of ensuring that all staff are accounted for;
- Maintains a Visitors Book, in which the names and vehicle registration numbers of all visitors to the premises are recorded. This Visitors Book is taken to the fire assembly point in the event of an evacuation for the purposes of ensuring all visitors are accounted for;
- Ensures employee training in Fire Safety;
- Maintains the Fire Safety Records, detailing all relevant records regarding fire safety, and available for inspection by the local authority and/or Fire Service as required;
- Ensures that all fire alarm and associated equipment is tested regularly, with results being recorded;
- Ensures that all firefighting equipment is tested on a regular basis in accordance with the manufacturers' or suppliers' guidelines;
- Ensures that a fire evacuation drill is carried out annually.
- Ensures that all automatic fire detection equipment is tested according to the manufacturers' or suppliers' guidelines;
- Ensures that all emergency lighting and emergency exit lights are tested according to the manufacturers' or suppliers' current guidelines;
- Ensures that all hazardous substances or materials are recorded in the appropriate format, and that the information is readily available to the local Fire Service when needed or requested;
- Ensures that escape routes and doors are not obstructed; that Fire Exit doors are unlocked and available for use when the building is occupied; and that Fire doors are closed at all times and not wedged open.

FIRE INSTRUCTION

Fire Instruction notices are displayed in prominent positions and highlight the action to be taken by all staff in the event of a suspected fire situation occurring.

The Fire Instruction notice contains the following details:

- Name and address of the premises;
- How to raise the alarm;
- How to call the Fire Service;
- How to act on hearing the alarm;
- Location of the assembly point;

Together with the following mandatory instructions:

- Raise the alarm if not already done;
- Evacuate the building (*and vicinity if necessary*);
- Ensure the relevant emergency services have been notified;

- Go to the pre-designated assembly point;
- Do not stop to collect personal belongings;
- Obey instructions from the Fire Safety Marshal and Fire Service;
- Do not re-enter the building until told it is safe to do so.

FIRE TRAINING

All staff receive instructions by a competent person on fire safety at the induction stage of their employment, and then at least once annually.

The training includes the following:

- Basic advice on fire prevention;
- Procedures in case of fire;
- Methods of raising the alarm;
- Location of fire alarm call points and alarm indicator panels;
- Action to be taken on hearing the alarm;
- Correct procedures in calling the Fire Service;
- Position and use of internal firefighting equipment;
- Location of Fire exits and routes leading to them;
- Evacuation procedures;
- Special arrangements for staff or visitors with disabilities;
- Arrangements for the assistance and guidance of visitors.

FIRE PREVENTION

- Fire extinguishers, call points, fire detectors, and all other fire prevention equipment items must not be abused or misused;
- Fire Exits and escape routes are well signed and available for use at all times when the building is occupied;
- Internal fire doors are clearly labelled and fitted with closing devices;
- Adequate provision for the disposal of cigarette ends etc. are provided;
- Waste materials are not allowed to accumulate, and all waste disposal containers are constructed of fire resistant material and fitted with lids;
- Portable heaters are located well away from combustible materials and pedestrian routes, and the instructions for use strictly observed;
- Temporary fixtures and fittings used for special occasions are located away from heat or flame sources, not attached to lights or heaters, or to any fire safety equipment provided for use in an emergency;
- Emergency signs and notices are not obscured and fire exit routes kept clear;
- Electrical apparatus conforms to British Standards and only installed by a competent electrical contractor;

At the end of the day a check is made of all rooms to ensure that:

- Fire doors are closed;
- Windows are closed;
- All potential seats of fire (*e.g. cigarette ends, combustible waste etc.*) have been properly disposed of.

FIRST AID

FACILITIES AND EQUIPMENT

Climate Energy Group will provide suitable and sufficient First Aid facilities and equipment as required by the relevant legislation.

FIRST AID PERSONNEL

The number of First Aid personnel ('Appointed Persons' and 'First Aiders') required in a workplace depends on the potential hazards identified therein.

APPOINTED PERSON

An Appointed Person is an employee authorised by the employer to take charge if an injury or illness should occur. This person will act in the absence of a trained First Aider and have the responsibility of summoning help, calling for an ambulance, etc. Appointed Persons should be trained to such a level that they are competent in emergency situations. The appointed person(s) in the company are, Kylla smart and Kerry Hildtich

FIRST AIDERS

A First Aider is a person who has undertaken training and obtained qualifications approved by the Health and Safety Executive. All First Aid certificates are valid for three years. It is important that qualified First Aiders undertake refresher training before their current certificate expires.

FIRST AID INFORMATION

Notices detailing the arrangements that have been made in connection with First Aid, including the location of First Aid facilities and personnel will be displayed.

FIRST AID RESOURCES

The First Aid box will be adequately stocked with resources that the First Aider has been trained to use, but it will not contain any form of medication. The first aid box(s) are located in the office.

As a general guide (*there is no mandatory list*) the First Aid Box **will typically contain:**

- A First Aid General Guidance card, or a First Aid at Work booklet;
- Approx. 20 individually-wrapped sterile adhesive dressings of assorted sizes;
- Approx. 2 Sterile Eye Pads, with holding attachments;
- Approx. 4 individually-wrapped sterile triangular bandages;
- A suitable number of safety pins;
- Approx. 6 medium individually-wrapped sterile wound dressing, unmedicated;
- Approx. 2 large individually-wrapped wound dressings, unmedicated;
- One pair of disposable gloves.

These contents must be examined regularly and restocked when necessary (including the replacement of items that have reached their expiry date). **Under NO circumstances should any medication or tablets such as Aspirin, Paracetamol, and ointments be placed in First Aid Box.**

PROCEDURES FOR STAFF WORKING ON SITES

The person responsible for any work by employees away from our own premises will ensure that there are adequate stocks of first aid resources and suitable facilities or, where necessary, will arrange for them to be shared with clients or other contractors. The Company's aim is to ensure that trained first aiders are available close to the work areas of employees, either by ensuring that sufficient employees are trained in accordance with the legislation, or by making appropriate arrangements with clients or other contractors where necessary.

GENERAL PREMISES CONDITIONS

CLEANLINESS AND WASTE

All work areas are kept clean and tidy with waste removed at regular intervals and not left to build up.

WORK STATIONS AND SEATING

Each workstation and chair are suitable for the job function and the person utilising them. Workstations are arranged so that each task can be carried out safely and comfortably, including ensuring that the worker can work at a suitable height in relation to the work surface.

Those members of staff who use computer equipment on a regular basis are required to complete a Display Screen Equipment assessment form.

DRINKING WATER

An adequate supply of drinking water is readily accessible in our premises.

INDOOR TEMPERATURE

A reasonable temperature (*normally at least 16 degrees Celsius*) is provided during work hours in our premises.

TRAFFIC ROUTES

Car parking outside our premises is organised to allow pedestrians and vehicular traffic to circulate safely.

WASHING AND SANITARY FACILITIES

Our premises comply with the regulatory requirements with regard to the number of WCs provided in relation to the number of staff employed on the premises.

In the case of female WCs, suitable means is provided for the disposal of sanitary dressings.

In both male and female WCs, washing facilities are suitable and sufficient, with hot and cold running water, soap, and suitable drying facilities.

Washing and sanitary facilities are regularly checked to ensure standards of cleanliness and tidiness are maintained. All WCs are adequately ventilated and lit.

HAND TOOLS

Many accidents occur when hand tools fall from heights, are tripped over, or placed in such a position that the cutting edges cause injury.

Management Controls

- All hand tools comply with the relevant regulations and standards, and are maintained in good repair;
- Suitable Personal Protective Equipment is provided, and staff instructed to wear it.
- Staff will be trained in the correct selection and safe use of hand tools.

Employee Responsibilities

- Select the correct tools for the job;
- Check that the tools are in good condition;
- Use them correctly;
- Store the tools in a suitable location.
- Keep all the tools in good condition.
- Remove any damaged tools from use until repaired or replaced.
- When not in use, ensure that any hand tools are stored in a manner unlikely to be hazardous to others. Use boxes or other suitable containers.
- Ensure all cutting edges, teeth, etc. are adequately sheathed or otherwise protected;
- Do not lay tools down so that they can fall, roll or be knocked over;
- Never leave tools lying in walkways or any place where they could be tripped over.

HEALTH SURVEILLANCE

Climate Energy Group recognises that some staff are at risk of developing ill health given the nature of their work. This risk is very low as the Company implements all reasonable measures to prevent ill health.

However, in some work situations it is recognised that health surveillance plays an essential role in risk management, through the early detection of symptoms. In other work situations it is difficult to assess the magnitude of remaining risk precisely; for this reason, health surveillance is undertaken whenever there is a non-invasive and valid technique to detect the onset and progression of symptoms, and it satisfies ethical considerations.

In both situations, the Company's aim is to protect the health of the employees.

Management Controls

- Climate Energy Group organises suitable health surveillance for all relevant members of staff;
- The Management team is always available for employees to discuss any concerns they hold;
- Spot checks are carried out on a regular basis to check noise levels and dust levels. These are carried out at different times of the day;
- An audit is carried out on a quarterly basis to check noise and dust levels;
- All accidents and ill health are thoroughly investigated by the Management team and corrective action undertaken;
- Climate Energy Group informs Supervisors and Managers of possible symptoms attributable to work so that the risk assessment can be reviewed where applicable;

Employee Responsibilities

- All members of staff must report symptoms of possible work-related ill health immediately to the Company's Management team.

HOME WORKING

Employees of Climate Energy Group may be required to work from home, or alternatively may request to work from home.

Management Controls

- The home worker is informed of the best ways of accessing their Manager whilst home working.
- Regular communications take place between the Manager and colleagues, where any issues can be raised and appropriate actions taken.
- All equipment provided is safe to use. Company electrical equipment (laptops etc.) are PAT tested and have an expiry date attached to them.

Employee Responsibilities

- It is the home worker's responsibility to ensure that they bring Company equipment into the office when required to ensure testing can be done.
- When working from home, the working area must be arranged in such a way to enable work to be done in a safe and comfortable manner. This should be done in conjunction with the Display Screen Equipment (DSE) assessment form to use as a general guide.
- Any issues should be brought to the attention of the Manager immediately.

HOT WORKS

Hot work is a process that can be a source of ignition when flammable material is present or can be a fire hazard regardless of the presence of flammable material in the workplace, for example brazing, soldering or welding, cutting or grinding.

The main hazards associated with hot works are:

- Fires and explosions;
- Burns to eyes and skin due to hot surfaces and sparks;
- Inhalation of fumes

Management Controls

- Suitable training in hot works practices is provided.
- Suitable engineering controls are provided including Local Exhaust Ventilation where required.
- Suitable Personal Protective Equipment is provided (including eye protection, gloves, overalls, boots, and respiratory equipment if working in a poorly ventilated area), and staff instructed to wear it.
- Cylinders are stored securely in an upright position.
- Hot works take place in a designated area free from combustibles.
- Checks are made to ensure that combustible materials are removed from the area.

Employee Responsibilities

- Clear combustible materials from area. Keep fire extinguisher close to the working area.
- Always wear the Personal Protective Equipment provided.
- Complete at least a 30-minute fire watch after the hot works have been completed to ensure that no residual ignition occurs.
- Do not leave trailing hoses or cables on the floor creating tripping hazards.

LADDERS / WORKING AT HEIGHT

Work which cannot be comfortably reached from a ladder must not be undertaken from a ladder. The risk involved calls for a better method (e.g. *mobile scaffold tower etc.*).

- Ladders are a means of access/egress; not a work platform;
- The foot of the ladder must be supported on a firm level surface and should not rest either on loose material or on the equipment to gain extra height;
- The top of the ladder must be securely fixed to the structure so that it cannot slip. While lashings etc. are being secured, the ladder shall be footed;
- Ladders fitted with a proprietary spreader arm may be used, provided certain conditions are met:
- Fitted with Non-slip feet, and based on a firm level surface, which is not slippery;
- Erected at a safe angle (1:4);
- Where it is not practicable to lash the ladder, a person should foot the ladder until the user has returned to the bottom. However, footing is not considered effective for ladders longer than 5m;
- Different grades of ladder are available. Ensure that the ladder in use is the correct strength for the work to be carried out:

Current Grades of Ladders

Class 1	The heaviest duty ladder is suitable for construction work where the ladder is subject to the heaviest loads.	BS 1129
Class 2	Is intended for lighter trades, such as decorating where relatively low loads are involved.	BS EN 131
Class 3	Is for light (e.g. domestic) use.	BS 2037

These are being replaced with a new standard **EN131**

Professional (commercial)	Load Capacity 150kg
Non-professional (domestic)	Load Capacity 150kg

As per the regulations, our current ladders that are in good condition will not be changed. When they need replacing, we will ensure that the new ladders that are purchased conform to the new standard EN131 and have the correct minimum rating of 150kg.

Management Controls

- The risks associated with working at height are assessed taking the following factors into consideration:
 - The time and duration of the work;
 - The height at which work is to be undertaken;
 - Hazards associated with falling objects and fragile materials;
 - Local restrictions (*related to structures, overhead lines, etc.*);
 - Choice of access equipment;
 - Ground conditions, weather and other environmental considerations;
 - Training and experience;
 - Requirements for additional safety equipment;
 - Other work being undertaken in the vicinity.
- After access equipment choices have been determined, all those required to work at heights are informed of their Health and Safety duties and requirements.

- Where required, a specific Risk Assessment and Method Statement for the operations is produced.

Employee Responsibilities

- Before using a ladder, inspect it to insure it is in good condition. Do not use a damaged ladder (cracked stiles and rungs).
- Check that the ladder is of the correct length, unless there is a suitable handhold to reduce the risk of overbalancing.
- Never rest the top of the ladder against plastic gutters or other such surfaces. The top of the ladder must rest against a solid surface.
- Never carry heavy items (e.g. propane cylinders) up a ladder. Heavy or awkward loads shall be raised to the working platform by other means (gin wheel etc.).

STEP LADDERS

Step ladders will be provided for staff to use when they need access to high level areas for short duration works only. Ensure these are inspected prior to use for any damage or defects. If the step ladders are damaged do not use them; report the damage to the office immediately.

Step ladders must only be used on level ground and never placed on top of something else to gain extra height. If you still cannot reach what you need to access, you must contact the office for more appropriate equipment.

Remember:

- Set up the ladder in a safe manner;
- Never climb on furniture.
- Stepladders and folding trestles must not be used for any degree of side loading. The top platform must not be used for work (unless it is designed with special handholds).

LEGIONELLA

LEGIONELLA - WHAT IS IT?

Legionella are bacteria that can be found in natural water (*rivers, lakes etc.*) as well as artificial water systems such as hot and cold water systems (*storage tanks, pipework, taps and showers*).

Legionella can survive in low temperatures, but particularly thrive at temperatures between 20°C and 45°C. High temperatures in excess of 60°C will kill the legionella bacteria.

LEGIONELLOSIS

Legionellosis is the collective name given to the pneumonia-like illnesses caused by legionella bacteria; including the most serious and well-known Legionnaires' disease, and also the similar but less serious conditions of Pontiac fever and Lochgoilhead fever.

Legionnaires' disease is a potentially fatal form of pneumonia caused by the legionella bacteria. It can affect anyone, but some are at higher risk than others; especially those over 45, smokers and heavy drinkers, those suffering from chronic respiratory or kidney disease, and people whose immune system is impaired. However, everyone is potentially susceptible.

POTENTIAL SOURCES

Potential sources of legionella are:

- Any of the showers and taps within our premises;
- Areas in the building where the pipework is long, resulting in the water temperature dropping below 45°C;
- Any redundant pipework in the building, or any areas where stagnant water can collect and build up;
- The hot water tanks within the building.

Management Controls

- Climate Energy Group acknowledges its responsibility to consider the risks from legionella present in the water systems under its control; and is aware of the need to prevent the exposure of persons to legionella bacteria.
- The correct temperature is maintained in the hot water tanks;
- These tanks are insulated, kept clean and are regularly maintained;
- The plumbing is inspected as appropriate by a competent person;
- Pipework in the building is insulated as required;
- If any other taps or showers in the building have not been used for over a week, they are turned on for at least two (2) minutes to thoroughly flush them through.

LIAISON WITH STATUTORY AUTHORITIES

In the event of an unscheduled visit by an Inspector to the premises of, or an area of Climate Energy Group, the receiving person will:

- Determine the Inspectors credentials and the Statutory Body they represent;
- Request to see a form of identification; and
- Ensure that the Managing Director is informed immediately of the presence of an Inspector.

The most senior person on site will accompany the Inspector during the visit or nominate a suitable representative.

The necessary assistance, information and documentation will be given to the Inspector on request.

Written evidence must be requested from the Inspector which outlines the findings of the visit and any recommendations which may have been made.

LONE WORKING PROCEDURE

Within Climate Energy Group, there are a number of situations where it is possible that an employee may be called upon to work on their own. An employee working alone should never be at greater risk than any other employee at any other time. Working alone can result in risks and hazards that would otherwise be non-hazardous and not subject to a formal risk assessment.

Although instances may differ, the following guidelines are to be followed in the case of employees called upon to work alone.

Management Controls

- Tasks in any lone worker situations are assessed, taking into account the following; is the work a one-person job? Is the location of the work remote or isolated? Is there likely to be any problems with communication? Is there any security risk, or the possibility of violence towards the lone worker? Are emergency exit routes available (consideration given to those that may be routinely locked out of hours)?
- Safe working practices and arrangements are implemented with a view to eliminating or minimising any risk;
- Staff working alone are given instructions on what to do in the event of an accident or emergency;
- Appropriate first aid resources are made available to any lone workers.

Employee Responsibilities

- To ensure that whilst working alone, their whereabouts and the work they are doing is known to others;
- To ensure that the guidelines for working alone are followed.

LIMITATIONS

No member of staff will be required to work alone on behalf of Climate Energy Group in circumstances where:

- His or her location is unknown;
- He or she does not feel confident in carrying out lone work;
- He or she has no means of summoning assistance or indicating their location in an emergency (including being taken ill);
- He or she has received no training or at least a briefing as to the potential hazards of working alone, and the measures to be taken when working alone.

EMERGENCY SERVICES CONTACT

In an emergency, always dial **999**.

CLIMATE ENERGY GROUP STAFF CONTACT

Any employee likely to be in a lone working situation must ensure that they are provided with a contact telephone number of a work colleague and that the number is immediately to hand (*e.g. stored in the employees' mobile phone memory*).

BE AWARE OF OTHER PEOPLE

- Take note of their non-verbal signals, be aware of their triggers;
- Do not crowd people; allow them space;
- Make a realistic estimate of the time you will need to complete a task; do not make promises which cannot be kept, either on your own or someone else's behalf;
- Be aware of the context of your meeting; are they already angry or upset before you meet, and for what reason?
- Listen to them, and show them you are listening;
- Always report any incidents of violence and aggression to your Line Manager.

MANUAL HANDLING

More than a quarter of all reportable accidents annually are associated with manual handling. Although fatalities accidents are rare, a vast majority of reported accidents result in 'over three (3) day' injuries.

There are three fundamental principles:

- As far as is reasonably practicable, hazardous manual handling activities should be avoided;
- If unavoidable, then a risk assessment of the hazardous manual handling activity must be undertaken;
- Following the assessment, the risk of injury should be reduced to as low as is reasonably practicable.

Management Controls

- Assessments for manual handling activities are recorded and reviewed.
- Wherever possible, we avoid employees undertaking unnecessary manual handling activities that involve risks;
- Employees are provided with information and guidance with regard to correct handling and lifting techniques;
- Employees are provided with appropriate training and suitable personal protective equipment;
- If a task has to be undertaken in the knowledge of the risk, employees are informed of the weight of the load and the centre of gravity (if not central).

Employee Responsibilities

- To follow and comply with any system developed to ensure safe manual handling techniques;
- To use any personal protective equipment provided;
- To practice safe work habits;
- To report any hazard or defect

SAFETY CHECKLIST MANUAL HANDLING AND LIFTING

Preparation

- What is being lifted?
- Where to and how far?
- How many people will be needed to move the load safely?
- Are they all trained in kinetic lifting and handling?
- What methods and equipment will be required?
- Is the required equipment available?
- Would mechanical means be more practical or appropriate?
- Is the lifting and handling area/route clear of hazards?
- Is the operation part of a routine? If so, could it be more effectively planned and executed?

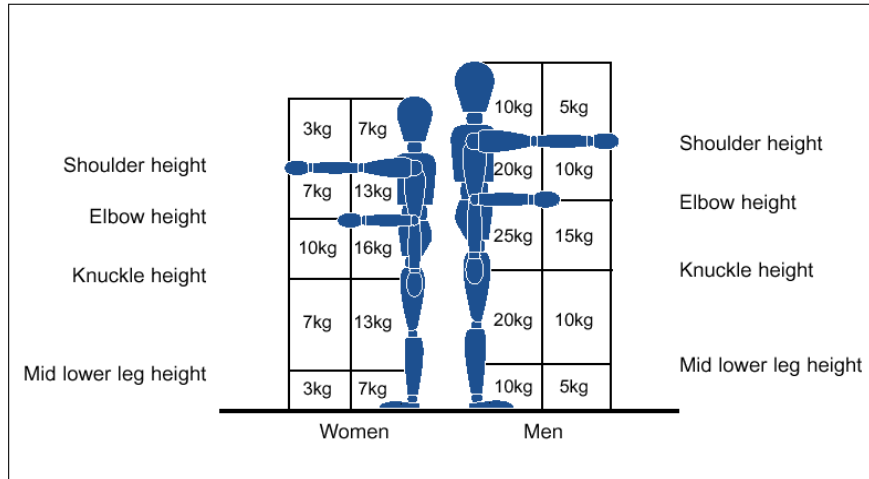
Lifting and handling

- Is the proper clothing in use?
- Are proper (*kinetic*) lifting methods being employed?
- Is co-ordination satisfactory in dual and team lifting?
- Is the necessary equipment in use or to hand?
- Are excessively heavy weights being lifted?
- Are loads being deposited or stacked safely and securely?
- Is adequate supervision employed where necessary?

After lifting and handling

- Are any incidents or accidents reported and recorded?
- Where injuries have been sustained, has medical attention been sought?
- Is the damage or loss of equipment etc. recorded?

GUIDELINE WEIGHTS FOR MANUAL HANDLING OPERATIONS



Each box in the diagram above shows guideline weights for lifting and lowering.

Observe the activity and compare to the diagram. If the lifter's hands enter more than one box during the operation, use the smallest weight. Use an in-between weight if the hands are close to a boundary between boxes. If the operation must take place with the hands beyond the boxes, make a more detailed assessment.

The weights assume that the load is readily grasped with both hands.

The operation takes place in reasonable working conditions with the lifter in a stable body position.

Any operation involving more than twice the guideline weights should be rigorously assessed –even for very fit, well-trained individuals working under favourable conditions.

There is no such thing as a completely 'safe' manual handling operation. But working within the guidelines will cut the risk and reduce the need for a more detailed assessment.

EMERGENCIES

Well-intentioned improvisation in an emergency, for example to rescue a casualty, does not amount to a breach of these Regulations.

NOISE

High levels of noise can cause hearing damage when the worker is subjected to it over the working day and a period of time.

Management Controls

- The **lower exposure action value** is a daily or weekly average noise exposure level of 80 dB. At this level, we provide information and training for employees affected, and provide suitable hearing protection and instructions on how to use it.
- **The upper exposure action value** is set at a daily or weekly average noise exposure of 85 dB. At this level, we implement all reasonably practicable measures to reduce noise exposure, such as engineering controls or other technical measures. The use of hearing protection is also mandatory if the noise cannot be controlled by these measures, or while these measures are being planned or carried out.
- Finally, there is an **exposure limit value** of 87 dB. We ensure that no employees are exposed to noise above this level (*taking hearing protection into account*).
- Where noise levels are thought to be excessive, we carry out an assessment to highlight where any excesses or breaches of the action levels are occurring, and to determine what actions need to be carried out in order to protect the employees and other persons.

Employee Responsibilities

- To wear the hearing protection provided at all times when exposed to noise at the above levels.
- To familiarise themselves with the Hearing Protection required for the tools & equipment they use.

OFFICE SAFETY

Management Controls

- Risk assessments of the office premises are conducted, recorded and reviewed.
- Objects are not stored on the floor, in walkways, or on top of cabinets where there could be a danger of falling objects.
- Waste is not left to build up, bins are emptied on a regular basis.
- Contractors are monitored to ensure that they are working safely.
- All staff have enough space to carry out their working tasks.
- Walk-rounds will be carried out to ensure a safe working environment is maintained.
- All lighting is suitable and sufficient.
- All flooring in the premises is suitable and checked regularly for damage that could create a slip or trip hazard.

Employee Responsibilities

- To return all articles and equipment to their storage location after use.
- To report any issues that require maintenance immediately, such as bulbs that need to be replaced, damage to fixtures or fittings that could pose a risk of harm.
- To take all reasonable care of all fixtures and fittings, and never cause or allow damage through wilful misuse or neglect.

PERSONAL ELECTRICAL EQUIPMENT

The leads and plugs of electrical equipment, or sometimes the equipment itself, can be damaged with use which may result in an electric shock. Electric shocks can cause severe and permanent injuries and can kill. Damaged equipment can cause fires that can lead to death or injury to others. Most of these accidents can be avoided by adopting a policy with straightforward precautions. The aim of this policy is to reduce the risks which non-company electrical equipment may pose to all staff and persons visiting or working within the demised premises of the company.

The company recognises that with the ever-increasing pace of technology and for reasons of personal safety, staff and contractors may wish to bring certain personal electrical devices to work. Members of staff are permitted to bring in and use the following personal equipment:

- Mobile/smart phones/tablets and chargers
- Digital organisers and chargers
- iPhones, iPods, and MP3 players

Company staff members and contractors are not permitted to bring into the workplace any other privately-owned electrical equipment that requires a mains power supply to run or charge the equipment. Staff and contractors found with any items of electrical equipment which are not allowed in the workplace will be asked to remove the equipment from the premises.

Contractors and delegates may be required to bring in personal/company owned, work-related equipment. The equipment must be required for carrying out their work at the Agency. They must ensure that this equipment is in a safe condition by verifying the following:

- The plug or adaptor is for a UK socket;
- The cable and body of the equipment and/or charger do not show any signs of damage;
- All UK plugs are marked BS 1363;

AND

- The equipment or charger is Class II (Double Insulated) & CE (European Standard) marked

Contractors must have their equipment PAT tested regularly to demonstrate that it is in a safe condition. They are also responsible for carrying out visual inspections of their equipment between tests. Equipment that has not been PAT tested or equipment which is faulty or non-compliant must not be brought on site.

PERSONAL PROTECTIVE EQUIPMENT

The Regulations regarding Personal Protective Equipment (PPE) deal with clothing and equipment designed to protect employees from external influence (*but does not include equipment or clothing required by other legislation such as C.O.S.H.H. or Food Hygiene*). The equipment provided should be suitable for the risks involved and the conditions at the place where exposure to the risk may occur. It is also important that the equipment is suitable for the person who is required to wear it and does not induce any unnecessary stress when in use. PPE will be provided free of charge if an assessment has indicated that PPE is required to be worn.

Management Controls

- We assess our work activities to determine whether PPE is appropriate and necessary. The assessment will determine; What PPE is required? Is the PPE compatible with other equipment that has to be used or worn for that task? Does the PPE create any additional risks itself?
- Climate Energy Group provide PPE to employees if they are exposed to any risks that cannot be controlled by other means.
- We will also provide suitable training on how and when to use the PPE provided.
- We recognise that PPE may become damaged or defective through normal 'wear and tear', and on such occasions, we will remove and replace the PPE. Where PPE becomes damaged or defective through wilful neglect or misuse, employees will be required to contribute to or cover the cost of repair or replacement.

Employee Responsibilities

- To always wear the PPE provided.
- To inform Management if you believe for any reason that the PPE provided is unsuitable for the task or creates additional risks.
- To take all reasonable care of PPE provided to you, including regular appropriate cleaning.
- To check PPE before use and report it to Management for replacement if it is found to be damaged or defective.

PORTABLE APPLIANCE TESTING

INSPECTION

In most cases, inspection is a simple visual technique that does not need to be carried out by a trained electrical expert.

TESTING

Testing is carried out by a competent person and involves a full inspection of the electrical equipment along with appropriate tests. Individuals who carry out the testing should possess sufficient knowledge, experience and training in order for them to identify the risks and appropriate control measures.

COMBINED INSPECTION AND TESTING

A combination of inspection and testing should be carried out by a competent electrician where there is reason to suspect electrical equipment may be faulty or damaged.

Management Controls

- Where Testing is required, a competent electrician is engaged in accordance with our policy on Contractor selection.
- Records of all Portable Electrical Appliance testing will be kept on the premises and will be available for inspection when required.
- Any defective equipment will be placed out of use until such time as it can be repaired, with all remedial action/s being recorded. All items of equipment that cannot be repaired will be withdrawn from use and disposed of accordingly.

Employee Responsibilities

- Before using any item of electrical equipment, carry out a visual check of the plug along with the connected cable, which should be gripped securely at the plug.
- At the first sign of damage or excessive wear, report the item to Management to be removed from use and isolated until it can be checked by a competent electrician, repaired or replaced.

PORTABLE ELECTRIC TOOLS

There is a constant risk of electric shock whilst working with electric power tools.

Management Controls

- All power tools comply with the relevant regulations and standards and are maintained in good condition in accordance with manufacturer's guidelines.
- Where safety devices or guards are required for use with power tools, they are provided and maintained in good condition in accordance with manufacturer's guidelines. Staff are trained in the use of and instructed to always use safety devices and guards where applicable.
- Suitable Personal Protective Equipment is provided, and staff instructed to wear it.
- Staff will be trained in the correct selection and safe use of hand tools.

Employee Responsibilities

- Always select the correct tool for the task being carried out.
- Always carry out a visual inspection of power tools prior to using them, to identify any defects or damage to the equipment.
- Do not use any power tools that have defects or damage; report the defects or damage to a Manager and remove the tool from use (with clear labelling to show it is not to be used) until repaired or replaced.
- Always wear the suitable Personal Protective Equipment provided.
- Always use safety devices and guards where provided.
- Always use safe working practices when using power tools.
- Always store, transport, and use hand tools in a safe manner.

RECORDING ACCIDENTS

All accidents, incidents, and near-misses, no matter how small, must be recorded.

Management Controls

- Appropriate arrangements are made for the provision of suitably trained First Aiders and First Aid equipment.
- Staff are informed of who the nominated and/or qualified First Aiders are and where they can be contacted, and the location of First Aid equipment.
- All accidents and incidents are recorded by the First Aider or appointed person. The records include:
 - the name of the casualty;
 - the date and time of the accident or incident;
 - the circumstances of the accident or incident;
 - the details of any injuries sustained;
 - the details of any treatment given.
- Records are kept securely in a suitable location for ease of inspection.

Employee Responsibilities

In the event of being involved in or witnessing an accident, incident or near miss, the following procedure must be adhered to:

- Seek medical attention from a First Aider or appointed person or dial 999 in an emergency situation.
- Once the situation has stabilised (which may be some time after the event), ensure the details are recorded in the accident book.

R.I.D.D.O.R.

(REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES)

Climate Energy Group has a duty to prevent, as far as is reasonably practicable, accidents at work. However, despite the best efforts and intentions, accidents at work may still occur.

Management Controls

If an accident or dangerous occurrence does occur, the following procedure is followed:

- Ensure that the victim receives the correct medical attention and that any residual hazard is safely removed if necessary and as appropriate;
- Ensure that an investigation is undertaken to prevent the accident recurring;
- Ensure the incident is reported to the correct authority as required.

Climate Energy Group is responsible for investigating the accident/dangerous occurrence and completing the appropriate documentation. Details of all reportable accidents and injuries must be kept for at least three (3) years and record the following:

- Date and time of the accident or dangerous occurrence;
- Full name and occupation of the victim/s, with details of the nature of the injuries or other related condition suffered;
- Where the accident/dangerous occurrence happened;
- Description of the circumstances surrounding the accident or occurrence.

Employee Responsibilities

- To cooperate fully with Climate Energy Group in the gathering and recording of details regarding accidents, incidents and near misses.
- To always report any event that may be considered an accident, incident or near miss.

REPORTABLE ACCIDENTS AND OCCURRENCES

Determining whether a particular incident or accident should be reported can be confusing. The following **must** be reported:

- Deaths;
- Specified reportable injuries;
- Accidents resulting in over seven (7) day injury to an employee;
- Reportable diseases;
- Reportable dangerous occurrences;
- Gas incidents.

DEATH OR SPECIFIED INJURIES

If there is an accident connected with work and;

- an employee, or a self-employed person working on our premises is killed or suffers a specific injury (*including as a result of physical violence*); or
- a member of the public is killed or taken to hospital;

the HSE Incident Contact Centre **must** be informed without delay, either via telephone or completion of the appropriate form on the HSE website.

REPORTABLE SPECIFIED INJURIES:

Specified injuries are classified as:

- Fractures, other than to fingers, thumbs and toes;
- Bone fractures including a break, crack or chip;
- Amputation of an arm, hand, finger, thumb, leg, foot or toe;

- Any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes;
- Any crush injury to the head or torso, causing damage to the brain or internal organs;
- Any burn injury (including scalding) which:
 - covers more than 10% of the whole body's total surface area; *or*
 - causes significant damage to the eyes, respiratory system or other vital organs;
- Any degree of scalping requiring hospital treatment;
- Any loss of consciousness caused by head injury or asphyxia;
- Asphyxia (lack of oxygen) may happen when a person enters an oxygen-deficient atmosphere, such as a confined space, or are exposed to poisonous gases, e.g. carbon monoxide;
- Any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness; *or*
 - requires resuscitation or admittance to hospital for more than twenty-four (24) hours;

In some cases, employers and self-employed workers may not be in a position to know the full extent of an injury, (e.g. when a prognosis has not yet been established in relation to an eye injury, or when efforts are being made to treat an injured limb which may ultimately require surgical amputation). In such situations, there is no requirement to make precautionary reports of specified injuries. However, it is likely that the accident will require reporting due to the injured person being incapacitated for more than seven (7) days. The enforcing authority should be notified or updated as soon as a specified injury has been confirmed.

OVER SEVEN-DAY INJURY

You **must** report injuries that lead to a worker being incapacitated **for more than seven (7) consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). **The report must be made within fifteen (15) days of the accident.** Incapacitation means that the worker is absent or is unable to do work that they would reasonably be expected to do as part of their normal work. You must still keep a record of the accident if the worker has been incapacitated **for more than three (3) consecutive days.**

REPORTABLE DISEASES

If a doctor determines that an employee is suffering from a reportable work-related disease, then the details must be reported. Reportable diseases include:

- Certain poisonings;
- Some skin diseases;
- Lung diseases, including occupational asthma, pneumoconiosis, asbestosis;
- Infections such as hepatitis; tuberculosis; legionellosis and tetanus;
- Other conditions, such as occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome.

REPORTABLE DANGEROUS OCCURRENCES

If something happens that, although it may not have resulted in a reportable injury, clearly could have done; it may be a dangerous occurrence. This must be reported to the HSE Incident Contact Centre immediately. Reportable dangerous occurrences include:

- Explosion, collapse or bursting of any closed vessel or associated pipe work;
- Electrical short circuit or overload causing fire or explosion;
- Accidental release of a biological agent likely to cause severe human illness, or any substance likely to be harmful to health;
- Collapse or partial collapse of a scaffold over five metres high;
- Unintended collapse of any building or structure under construction;
- Explosion or fire causing suspension of normal work for over twenty-four (24) hours.

RISK ASSESSMENTS

GENERAL PRINCIPLES

Where five or more persons are employed, health and safety legislation requires written risk assessments of hazards and risks to be undertaken, and the findings to be brought to the attention of those who might be affected by the associated hazard or risk.

Assessments are to be undertaken by a trained and competent person, being "*a person having the necessary training, qualifications, and relevant practical experience concerning the task being assessed*". There is no such thing as a risk-free workplace, but you can minimise threats to health and safety through risk assessment.

Management Controls

- We assess all processes that have the potential to cause harm.
- Completed assessments are made available to all employees.
- Risk Assessments are periodically monitored, to ensure their continued relevance and suitability.

Employee Responsibilities

- To comply with all measures identified by Risk Assessments.

FIVE STEPS TO RISK ASSESSMENTS

The following five steps are the key:

Step 1: WHAT?

Identify the hazards which could cause harm. Key hazards include:

- Slipping or tripping hazards, (e.g. uneven or wet floors, cabling);
- Fire risks;
- Chemicals, fumes, dust;
- Machinery, portable appliances;
- Working at height, (e.g. from mezzanine floors, scaffolding);
- Vehicles, forklift trucks;
- Electricity;
- Manual handling, lifting, carrying;
- Noise pollution;
- Poor lighting;
- Low (or high) temperature.

Step 2: WHO?

Decide who the people, or groups of people, are that might be affected by the hazard, for instance:

- Office staff;
- Maintenance staff and operatives;
- Contractors and Cleaners;
- Visitors or members of the public.

Remember to consider those people or groups that might be more vulnerable, and therefore at greater risk, such as disabled persons, young persons, new or expectant mothers, visitors, inexperienced/temporary staff, lone workers.

Step 3: HOW?

Evaluate precautions that are in place, or need to be put in place; how can the risks be eliminated, reduced or minimised?

- By complying with recognised industry quality standards?

- By removing the source of the hazard completely?
- By introducing and maintaining good housekeeping?
- Accepting the risk, but reducing it as far as possible?

Have you ensured that you

- Have provided adequate information?
- Have arranged sufficient relevant training?
- Have effective systems or procedures?
- Have clear organisational responsibilities?

Step 4: RECORD

Keep records of assessments:

- Record when the assessment was done;
- Record what risks were identified;
- Indicate what precautions are in place;
- Indicate what additional precautions are needed;
- Create an Action Plan, together with a timescale or schedule, to work to;
- Keep the Record of Assessment easily to hand, so that it can be amended as changes occur.

Step 5: REVIEW

Ensure effective monitoring of assessments:

- Remove complacency;
- Regularly review and update your hazard precautions;
- Identify those areas that remain a problem, and take steps to amend and improve;
- Be aware of changes in the workplace that may reduce the effectiveness of your assessment (*e.g. new machinery, change of process or personnel etc.*);
- Be prepared to adjust and reappraise.

SAFETY TRAINING

Safety training is cost effective and is proven to reduce accidents at work. Climate Energy Group has a duty to provide information, instruction, training and supervision to all employees to ensure their health, safety and welfare whilst they are at work.

Management Controls

- We ensure all employees are suitably trained to implement and comply with the Health and Safety policy.
- Employees are trained to undertake specific tasks in relation to their job function, regardless of the location where the work is being carried out.
- Training is provided:
 - As part of the induction programme when first commencing employment with Climate Energy Group;
 - When transferred to a different function or task, or when promoted;
 - When the equipment being used, or the system of work, has changed.
- All levels of employees will receive training; including Directors, Management, and Supervisors.
- All training requirements are monitored and reviewed on a regular basis to take into account any new or changed risks.
- Wherever possible, training is conducted during working hours.

Employee Responsibilities

- All employees have a legal responsibility to take reasonable care of themselves, and others who may be affected by their actions or failure to act.
- Employees must co-operate in relation to training programmes and are expected to attend any training courses that are provided.

SECURING LOADS

Management Controls

- Ensure that staff are suitably trained in the risks associated with loads.

Employee Responsibilities

- Understand the risk of the loads prior to loading and setting off on a journey
- Load heavier items at the bottom to support the lighter items on top.
- Firmly secure equipment and items in/on the vehicle with straps to ensure they do not move around in transit.
- Ensure that the vehicle weight limits are never exceeded.
- When transporting cylinders, ensure that the valves are suitably protected to stop damage or dirt getting into them.
- Secure cylinders in a manner so they cannot roll around.

SIGNS AND NOTICES

Under statutory legislation certain signs and notices must be displayed in prominent positions around the premises. Those signs that convey a safety message must do so pictorially as well as in writing, to ensure that the information can be understood by all those within the premises.

NOTICES AND CERTIFICATES DISPLAYED

Certificate	Location
Employers Liability Insurance	Reception

Notice	Location
Health and Safety Law Information Poster	Prominent
Fire Direction Signs	Prominent
Fire Instruction Notices	Prominent
First Aid Information Notices	Prominent

STRESS POLICY STATEMENT

Climate Energy Group is committed to protecting the health (*mental health as well as physical health*), safety and welfare of its employees (*this extends to contractors and temporary staff*) by providing a supportive working environment.

To enable individuals to cope successfully with the demands and pressures of work, reasonable and appropriate improvements to the working environment are made and suitable support is always provided to those whose health and well-being are being affected by work-related stress.

It is the policy of Climate Energy Group to provide a supportive environment for dealing with stress related issues; however, employees must take responsibility for raising their concerns as early as possible in order for Climate Energy Group to investigate and resolve genuine problems.

DEFINITION OF WORK-RELATED STRESS

The Health & Safety Executive (UK) defines work-related stress as “The reaction people have to excessive demands or pressures; arising when people try to cope with tasks, responsibilities or other types of pressure connected with their jobs; but find difficulty, strain or worry in doing so”.

Some pressure at work is inevitable and total elimination of this pressure is neither possible nor desirable. Every job brings its own set of tasks, responsibilities and day-to-day problems. The pressures and demands these place upon employees are an unavoidable feature in working life.

Some pressure can be positive. It is often the tasks and challenges faced at work that provide the structure to the working day and keep individuals motivated. These are often key in providing a sense of achievement and job satisfaction. However, an individual’s ability to deal with pressure is not limitless and it is important that this pressure does not become sustained stress. It must be recognised that different people have different stress thresholds.

Work-related stress is not an illness, but excessive workplace pressure can potentially cause damage to the mental wellbeing of an individual, and this can in turn undermine the health of the workforce and damage business performance.

Some of the most common causes of work-related stress are known to be excessive workloads, deadline pressures, aggressive management, poor communication, unsupportive work environments and problems maintaining work-life balance.

Outside domestic pressures, such as family, finance, and bereavement are also potential causes of stress and can frequently compound workplace pressure. These should also be taken into consideration where they are likely to have an impact on an individual at work.

Management Controls

Climate Energy Group has responsibility for:

- Encouraging active consideration of work-related stress issues as part of the design and implementation of procedures, processes or systems (for example when defining roles and responsibilities within their department);
- Endeavouring to take reasonable actions to investigate the issues and reduce or eliminate the factors causing the stress where reasonably practicable and appropriate (support will be provided to the manager dealing with the issue by the relevant Health & Safety Advisor or other appropriate persons as required).

Seeking to avoid or reduce work-related stress by:

- Raising the awareness about all types of stress and its causes;
- Where reasonable and practical, producing and making changes to work-related practices to reduce the factors which may lead to stress in the workplace (for example, workplace risk assessments and audits, providing staff with stress management training and support for dealing with issues);
- Providing opportunities for employees to maintain and promote their health and well-being;
- Promoting and maintaining a culture of open communication throughout the organisation;
- Promoting and maintaining good management and team building practices for those with management and supervisory responsibilities.

Dealing with existing or potential stress problems by:

- Providing a supportive environment in which issues and concerns can be raised and dealt with appropriately;
- Providing guidance to managers to assist in the sensitive management of employees in likely stressful situations;
- Identifying appropriate training interventions to help alleviate stress;
- Assisting and advising employees who are suffering from work-related stress;
- Providing both internal and external sources of assistance for employees with clearly identified clinical work-related stress issues (the level and type of assistance will depend on individual circumstances).

Employee Responsibilities

- Ensure concerns regarding work-related stress are raised to their immediate Manager in the first instance as early as possible. Where this is not appropriate, concerns should be raised with another Manager;
- Seeking appropriate medical advice.

VEHICLES AND DRIVING

This policy relates to all vehicles being driven for or on behalf of Climate Energy Group, whether Company-owned vehicles, contract lease vehicles, rental vehicles, customer's vehicles or vehicles owned personally but being driven for business purposes.

Management Controls

- We audit MOT certificates, insurance policies and service schedules for all vehicles being driven on our behalf, and records kept of these audits. Vehicles with incomplete or expired documentation must not be driven on our behalf.
- We audit driving licences and insurance policies for all employees driving on our behalf, and records kept of these audits.
- We require all employees who drive on our behalf to produce their driving licence and insurance policy for inspection when required. Failure or refusal to do so results in the authority to drive on our behalf being revoked.
- Employees who do not have appropriate insurance (covering business use, not just commuting) to drive on our behalf are not authorised to do so.
- Employees who become disqualified from driving are immediately and automatically unauthorised to drive our vehicles. We cannot guarantee to find alternative work for a disqualified driver and, if the disqualification renders an employee incapable of doing their job, this could result in their dismissal, or discharge from their employment.
- As required by law, we disclose details of a presumed driver if requested by relevant authorities in relation to motoring offences.
- We reserve the right to conduct random checks to ensure compliance with our expectations for vehicle care and maintenance.

Employee Responsibilities

- Employees must produce their Driving Licence for inspection upon demand, as and when required.
- Employees must hold suitable and sufficient insurance to be authorised to drive on our behalf.
- Employees must inform us without delay of any changes to the particulars of their Driving Licence, including endorsements.
- When driving their own vehicle on our behalf, it is employees' own responsibility to check that their insurance covers them for business use (not just commuting). If in doubt, they must not drive their vehicle on our behalf.
- When driving on our behalf, employees must be physically and mentally capable of doing so in a safe manner. Employees who are excessively tired (physically or mentally), suffering from illness, or taking medication, you must not drive on our behalf and notify Management immediately.
- Employees are personally responsible for any fines or penalties incurred as the result of motoring offences incurred whilst driving on our behalf, including fixed penalties and parking or speeding fines.
- Employees are required to comply with all current road traffic legislation and demonstrate high driving standards at all times when driving on our behalf.
- Seat belts (*both front and, when occupied, rear*) are required by law to be worn at all times where provided. Employees who are passengers of vehicles being drive on our behalf must also wear seat belts. Climate Energy Group will not accept any responsibility for fines imposed for breach of this legislation.
- Permission must be obtained before our vehicles are used for social, domestic or pleasure purposes; and they must not be taken out of the United Kingdom without prior written permission.
- Our vehicles must not, under any circumstances, be used for any business purpose other than the business of Climate Energy Group. Using our vehicles for carrying passengers for hire or reward, or for sporting or racing purposes, is strictly forbidden.
- Employees are expected to assist in the care and general upkeep of vehicles allocated to them; they must be clean and tidy and reflect our business image in a positive manner. Similarly, employees driving their own vehicles on our behalf are expected to maintain them in a clean and roadworthy manner.
- Employees must ensure that the vehicle is kept legal, safe, and secure (keys should never be left in vehicles when unattended). All faults or suspected faults must be reported immediately, and drivers should help in ensuring that all service schedules are met.

- Vehicles must be loaded safely, and items/equipment suitably secured. Vehicle payloads must not be exceeded, and any warnings required by law (e.g. width, length, hazardous loads) must be displayed.
- Employees must ensure they know the dimensions of their vehicle (including loads) and abide by any traffic restrictions on their route.
- Employees must not use a hand-held mobile telephone whilst driving; this includes speaking, dialling, texting, accessing any apps or internet services. Accepting or making calls using a Bluetooth or hands-free device is acceptable only when it is legal and safe to do so. Wherever possible, accepting or making calls even via Bluetooth or hands-free devices must be avoided whilst driving. This includes when stationary in traffic delays or at traffic lights.
- Employees must avoid all other distractions whilst driving on our behalf, including eating, drinking, adjusting navigation systems.
- Employees must never smoke in our company vehicles or whilst driving on our behalf, even in their own vehicles.
- Employees must plan their journeys prior to setting off, giving consideration to distance, navigation, timescales, road conditions, and their own physical and mental capacity. They must plan for regular breaks in accordance with their own tolerances, but at least every two hours.
- Employees must ensure that no property is left unattended or in view in vehicles being driven on our behalf. Tools must not be left unattended in vehicles at any time.
- Vehicles must be left in secure locations when unattended, especially overnight.

ACCIDENTS / INCIDENTS

If employees are unfortunately involved in an accident or incident whilst driving on our behalf, they should **not** under any circumstances express any opinion (one way or the other) on the degree of responsibility or the cause. Exchange particulars and nothing more.

If employees are asked to give a statement to the police, remember it is not obligatory to make any comment. Legal representation may be sought before giving any statement.

It is a condition of our insurance policy that the insurers are notified of all accidents/incidents, even if apparently of no consequence. Drivers involved in an accident/incident must therefore act quickly and provide us with a written report within twenty-four (24) hours.

Whenever possible the following points should appear on the report:

- Names and addresses of the third party driver and details of their insurers.
- Names and addresses of anyone else involved in the accident/incident.
- Names and addresses of all passengers in the vehicle being driven for Climate Energy Group and any third party's vehicle.
- Names and addresses of all witnesses. It will be of considerable assistance if statements can be obtained from all witnesses at the time.
- Particulars of the attending emergency services.

VENTILATION / EXTRACTION SYSTEMS

Management Controls

- Any required ventilation and extraction systems are provided in compliance with the Health and Safety at Work etc. Act 1974, and the Workplace (Health, Safety and Welfare) Regulations 1992.
- Any ventilation and extraction system used by Climate Energy Group are regularly inspected and maintained, and records kept.
- All filters that are required to purify air are regularly and correctly cleaned or replaced as appropriate.
- Any spent filters or wastes are correctly disposed of in accordance with local waste disposal guidelines.

VIBRATION

HAND-ARM VIBRATION

Climate Energy Group uses Work Equipment that could expose employees to hand-transmitted vibration.

Management Controls

- We attempt to eliminate the risk of vibration; where the risk cannot be totally eradicated, as low a level as is reasonably practicable is maintained.
- Climate Energy Group ensures that its employees are not exposed to levels of hand transmitted vibration above the 'Exposure Limit Value' (ELV), as required under the Control of Vibration at Work Regulations 2005.

HEALTH SURVEILLANCE

The main aim of Health Surveillance is to detect early indications of a disease or condition, such as Vibration White Finger, and to allow the employer to introduce measures to prevent further harm to employees.

Management Controls

- All employees are encouraged to report any early signs such as tingling sensations in the fingers, often referred to as "pins and needles", or other reactions to periods of exposure to hand-transmitted vibration from the operation of work equipment.
- Tools and equipment are selected based on their suitability for long-term use as many tasks are undertaken on an eight-hour basis.
- Wherever possible, work rotations are employed to reduce exposure to hand-transmitted vibration.
- Climate Energy Group encourages employees to report any adverse effects from exposure to hand-transmitted vibration, such as finger blanching, which would need to be investigated.
- Climate Energy Group is aware of the risks associated with exposure to hand-transmitted vibration and encourages all employees to discuss any issues with a Medical Practitioner.

VULNERABLE PERSONS

We recognise that vulnerable persons are at greater risk of harm than other people. Vulnerable persons include young people, elderly people, people with impaired physical or mental capacity. People who are not ordinarily vulnerable may become vulnerable either temporarily or permanently, such as during pregnancy, or following surgery.

Management Controls

- Whenever vulnerable persons are employed or affected by our work activities, specific risk assessments are carried out prior to their commencement of work. The assessment will consider:
 - The person's experience and ability to perceive danger;
 - Their workplace and workstation;
 - Any exposures to physical, chemical and/or biological agents;
 - Any work equipment used;
 - The work activities and processes to be undertaken;
 - Any training provided, and any risks from specified agents and processes.
- The risk assessment will be fully communicated to all parties involved in the process.
- Climate Energy Group will comply with all regulations on working hours and rest break requirements for vulnerable workers.

WORK EQUIPMENT

Management Controls

- All work equipment provided by Climate Energy Group is regularly and satisfactorily inspected and maintained as required under the Provision and Use of Work Equipment Regulations (1998).
- Risk Assessments and Method Statements are produced and implemented for Work Equipment.
- Suitable training is provided for the safe use of Work Equipment.
- Suitable Personal Protective Equipment is provided where applicable, and staff instructed to wear it.
- Any safety equipment, including safety devices, guarding of dangerous parts of machinery and equipment, etc. used by employees are also regularly inspected.

Employee Responsibilities

- Always use safe working practices for the Work Equipment provided.
- Always wear Personal Protective Equipment provided.
- Work Equipment must be visually inspected prior to use, and if any defects or damage is found, the Work Equipment must not be used and removed from use.
- Defects or damage must be reported immediately to Management for repair or replacement.

WORKING ON SITE

There may be occasions when employees working for Climate Energy Group may be required to visit a premises other than their own.

Management Controls

- Instructions are given to employees on site specific rules and procedures prior to or upon arriving on site.
- We liaise with other Contractors and Site Managers to ensure site specific rules and procedures are effective, implemented, and communicated.
- To ensure that adequate welfare provisions are available on site in accordance with INDG293, prior to work commencing.

Employee Responsibilities

- Employees must inform management of the location they will be working in, how long they will be there for and when they expect to leave.
- Always follow the specific site rule and procedures;
- Always wear the Personal Protective Equipment provided;
- Always remain aware of their surroundings and the likely risks;
- Familiarise themselves with the emergency procedures and site arrangements.
- If employees are unsure of arrangements, they must ask their contact or site manager before commencing work on site.