



Health & Safety Handbook

HEALTH & SAFETY POLICY

General Statement

It is the aim of Mercia Securities Ltd, to enforce appropriate measures to control and monitor Health and Safety procedures within the operations of the Company. The Company is committed to continual improvement to ensure that equipment and working practices are safe and offer no hazard or risk to Health and Safety of our employees.

Mercia Securities Ltd recognises that Occupational Health & Safety is of prime importance in the management of its business. The achievement of high standards of awareness and its realisation throughout its activities is not only essential, but results in greater efficiency, better working conditions and enhancement of its reputation as both employer and market leader in its field. Safe and Healthy working conditions create an environment from which employer and employee benefit at is the responsibility of both to work together to achieve this goal.

Therefore, so as far as is reasonably practicable, Mercia Securities Ltd will:

- a) ensure that all necessary precautions are taken in respect of the safe use, handling, storage, and transport of materials and substances
- b) provide such information, instruction, training, and supervision as is necessary to ensure the Health and Safety at work of all employees
- c) to provide adequate resources to meet the requirements of the policy
- d) maintain all places of work, work equipment, and transport under its control in a safe condition, free from risk to Health and Safety
- e) safeguard the Health and Safety of visitors, contractors and of any members of the general public who could be affected by its activities
- f) provide all necessary information relating to Health and Safety in respect of procedures and services and, where necessary, consults with employees
- g) review and update the policy as and when necessary, but at least annually particularly in respect of major changes within the Company and/or changes in legislation and bring these changes to the attention of all employees
- h) ensure that all employees are mindful of their Health and Safety responsibilities and co-operate with management in its efforts to fulfil the above policy
- i) ensure the Health & Safety Policy is monitored at the workplace

Bharat Panchal
Chief Executive/Director of Safety

POLICY REVIEW RECORD

The company policy for health, safety and welfare was first issued in this format – August 2008.

Revision No	Date	Details

SECTION - 1

The various Health and Safety legislation puts a general duty on employers to ensure the health, safety and welfare at work of their employees; to consult them concerning health and safety matters and to prepare and publish a written statement of their safety policy and specific arrangements with regard to the health, safety and welfare of employees, or anyone who may be affected by the employers business activities.

Safety Personnel

The person with overall and final responsibility for health and safety within the company is the (Operations Manager), (Arsalan Ali). In addition to other titles (Arsalan Ali) will also have the title of Director of Safety.

The General Manager will also be the Company's Health and Safety Manager, reporting to the Director of Safety.

The Control Room Staff and Supervisors will be responsible for the supervision of health and safety matters concerning operational assignments (Static, mobiles and keyholding).

The Office Manager will be responsible for health and safety matters within the Head Office, including amendments and updates to the manual as and when required.

Communication/Consultation

The management of Mercia Securities Ltd will communicate to employees, clients and subcontractors their commitment to safety and to ensure that employees are familiar with the contents of the company health and safety policy. Mercia Securities Ltd communicates with its employees orally, through newsletters or in the form of directives and statements in writing, in the security officer's handbook and by example. Clients and sub-contractors will be communicated with through tender or accreditation process.

The management of Mercia Securities Ltd comply with The Health and Safety (Consultation with Employees) Regulations 1996 and recognise that consultation between workers at all levels, is an essential part of effective health and safety management.

Consultation will be carried out on matters concerning health and safety at work, including:

The introduction of changes in procedures, equipment or any measure that may affect the health, safety or welfare of employees.

The employer's arrangements for appointing competent persons to assist in the compliance of health and safety laws.

The information given to employees on the likely risks and dangers arising from their work, the measures to reduce or eliminate those risks and what the employee should do if they have to deal with a risk or danger.

- The planning and implementation of any health and safety training.
- The health and safety consequences of the introduction of new technology.
- The Head of Human Resources will act as the safety manager.
- The Area Managers will act as safety representatives for each region.

SECTION - 2

ORGANISATION AND RESPONSIBILITIES ORGANISATION

- 2a) Office Manager
- 2b) General Manager
- 2c) Management (Controllers, and Supervisors)
- 2d) Employees
- 2e) Clients/Consultants/Visitors

2a) Office Manager

The Office Manager accepts overall responsibility for ensuring the health, safety and welfare manual is produced and kept up to date and relevant.

He/She will:

Accept responsibility as the director of safety and understand his obligations under the Health and Safety at Work etc, Act 1974.

Appoint a Safety Manager as a competent person who will have adequate knowledge of the requirements of the Health and Safety at Work etc, Act 1974 and be responsible for the implementation of this policy and safety management on a day-to-day basis

Ensure that management is made aware of their responsibilities and roles with regard to the company's statutory obligations under health and safety legislation.

Ensure that adequate resources are made available to implement this policy

Bring to the attention of all staff the company's health, safety and welfare policy statement, which is to be revised and published at least annually and as necessary.

Ensure that relevant safety information is communicated to employees, clients and sub-contractors, as well as involving employees in the development of the company's safety procedures, by arranging for an employee representative of safety to attend such meetings where these matters are subject to discussion.

Monitor effectively the implementation of the arrangements, by ensuring regular inspections and audits are carried out, by appointed competent persons.

Expect all the members of staff and particularly managers and supervisors throughout the company to continue the promotion of safe working practices and assist in the development of a safety culture within Mercia Securities Ltd.

Ensure that Health, Safety and Welfare matters are included on the Agenda of all Board and Management Meetings.

Set a personal example in all matters relating to Health Safety and Welfare, including carrying out at least one inspection annually of the company's facilities.

2b) General Manager

The General Manager will provide support to the (Insert Title) in his/her responsibilities by:

Ensuring that resources are managed and made available as the (Insert Title) directs.

Ensuring that Board and Management meetings include relevant matters on Health, Safety and Welfare in every Agenda and that such matters are minuted and required actions are followed up and carried out to their satisfactory conclusion.

Manage the communication of relevant safety information with employees, clients and sub-contractors and ensure that a representative of safety is present at meetings where development of or changes to safety procedures are to be discussed.

Implement the policy and procedures relating to the administrative department.

Set a personal example in all safety matters, including carrying out a departmental inspection at least annually and recording and actioning the findings.

2c) Managers

General Management Responsibility

General management responsibility includes the following but does not exclude any other relevant actions.

- (a) To ensure that all employees, contractors and visitors, by way of induction training and any subsequent information and instruction, are aware of safety procedures within their area of control.
- (b) To establish that all equipment used is suitable for the task and is kept in good working condition, this includes the regular maintenance and servicing of equipment.
- (c) Provide adequate training, information, instruction and supervision to ensure that work is conducted safely.
- (d) Take immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity.
- (e) Bring to the attention of the safety director, via the health and safety co-ordinator, any issue that may require immediate attention.
- (f) Ensure that all accidents and 'near misses' are properly recorded and reported so that an investigation can be carried out to determine the cause and prevent a recurrence.
- (g) Maintain safe access to and exit from the workplace at all times.
- (h) To ensure that the company health, safety and welfare policy is implemented within areas under his/her control. They must monitor the workplace to ensure that safe conditions are maintained. Where significant risks are identified the manager must ensure that a suitable assessment is carried out and the risk controlled or eliminated so far, as is reasonably practicable.
- (i) Set a personal example in all safety matters.

2d) Employees Responsibilities

In order to build and maintain a healthy and safe working environment, co-operation between workers at all levels is essential and employees must recognise their responsibilities under the 'common care' concept of health and safety law.

Employees must:

- Look after the health and safety of themselves.
- Look after the health and safety of colleagues and anyone who may be affected by their actions, or lack of actions
- Follow all rules, regulations and procedures, implemented by the company, or its clients, with regard to health and safety matters.
- Co-operate with the company and its clients on all health and safety matters.
- Not interfere with anything provided for safety reasons.
- Any employee, who violates any safety rules or fails to carry out their responsibilities, may be subject to disciplinary action.

2e) Company Visitors/Consultants

Consultants/visitors must not use any items of personal, mains operated or portable electrical in any premises without the prior approval of Mercia Securities Ltd, and where applicable a PAT test has been carried out.

No hazardous substances shall be brought onto or used in any premises without the prior approval of Mercia Securities Ltd and a suitable COSHH assessment.

No consultants/visitors will be allowed to continue work for the remainder of any day on which it is found that they are unable to work in a safe manner through the consumption of alcohol or by taking drugs.

Consultant/visitors are to report any hazardous defects in plant, equipment, tools or work practices and bring to the attention of their project managers any short comings in existing health and safety arrangements.

SECTION - 3

Safety Training

Safety training is regarded as an indispensable ingredient of an effective health and safety programme. It is essential that every worker in the organisation be trained to perform his or her job effectively and safely. All workers will be trained in safe working practices and procedures prior to being allocated any new role.

Training will include advice on the use and maintenance of personal protective equipment appropriate to the task concerned and the formulation of emergency contingency plans.

Training sessions will be held as often as is deemed necessary and will provide another opportunity for workers to express any fears or concerns they might have about their jobs.

Workplace Risk Assessments

It is the policy of Mercia Securities Ltd to comply with the Management of Health & Safety at Work Regulations, 1999. Regular assessments of the workplace will be conducted by suitably trained and competent assessors as required.

All operational management staff has received suitable in-house training on the principals of workplace risk assessments.

In addition assessments will be conducted in the relevant areas whenever there are significant changes in the nature and / or scale of our operations. Workplace assessments will also provide an opportunity to review the continuing effectiveness of the policy and to identify areas where revision of the policy may be necessary.

The Workplace

It is the policy of Mercia Securities Ltd to comply with The Workplace (Health, Safety and Welfare) Regulations 1992 with regard to the minimum standards required for the workplace.

The maintenance of all equipment, devices and systems in the workplace including:

- Ventilation.
- Temperature.
- Lighting.
- Cleanliness.
- Workstations.
- Floors.
- Falls.
- Windows.
- Doors.
- Toilets & Washing facilities.
- Drinking water.
- Smoking. etc.

Work Equipment

It is the policy of Mercia Securities Ltd to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998.

Mercia Securities Ltd will endeavour to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used.

All workers will be provided with adequate information and training to enable them to use work equipment safely.

The use of any work equipment, which could pose a risk to the well being of persons in or around the workplace, will be restricted to authorised persons.

All work equipment will be maintained in good working order and repair.

All workers will be provided with such protection as is adequate to protect them from dangers occasioned by the use of work equipment.

All work equipment will be clearly marked with health and safety warnings where appropriate.

Personal Protective Equipment

It is the policy of Mercia Securities Ltd to comply with the law as set out in the Personal Protective Equipment at Work Regulations 1992.

All workers who may be exposed to a risk to their health and safety while at work will be provided with suitable, properly fitting and effective personal protective equipment, as required and at no cost to the employee.

All personal protective equipment provided by the company will be properly assessed prior to its provision.

All personal protective equipment provided by the company will be maintained in good working order.

All workers provided with personal protective equipment by the company will receive comprehensive training and information on the use, maintenance and purpose of the equipment.

Mercia Securities Ltd will endeavour to ensure that all personal protective equipment provided is used, and used properly by its employees.

Manual Handling Operations

It is the policy of Mercia Securities Ltd to comply with the law as set out in the Manual Handling Operations Regulations 1992.

Manual handling operations will be avoided as far as is reasonably practicable.

Where it is not possible to avoid manual handling operations, an assessment of the operation will be made taking into account the task, the load, the working environment and the capability of the individual concerned. An assessment will be reviewed if there is any reason to suspect that it is no longer valid.

Manual Handling training is included within the 3 day induction training provided for all staff.

All possible steps will be taken to reduce the risk of injury to the lowest level possible.

Display Screen Equipment

It is the policy of Mercia Securities Ltd to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

Mercia Securities Ltd will conduct health and safety assessments of all workstations staffed by employees who habitually use VDU screens as a significant part of their work and will ensure that all workstations meet the requirements set out in the Schedule to the Regulations.

The risks to users of VDU screens will be reduced to the lowest extent reasonably practicable. VDU screen users will be allowed periodic breaks in their work. Eyesight tests will be provided for VDU screen users on request. Where necessary VDU screen users will be provided with the basic necessary corrective equipment such as glasses or contact lenses.

All VDU screen users will be given appropriate and adequate training on the health and safety aspects of this type of work and will be given further training and information whenever the organisation of the workstation is substantially modified.

Control of Hazardous Substances

It is the policy of Mercia Securities Ltd to comply with the law as set out in the Control of Substances Hazardous to Health Regulations 2002.

A risk assessment will be conducted of all work involving exposure to hazardous substances. The assessment will be based on manufacturers' and suppliers' health and safety guidance and our own knowledge of the work process.

Mercia Securities Ltd will ensure that exposure of workers to hazardous substances is minimised and adequately controlled in all cases.

All workers who will come into contact with hazardous substances will receive comprehensive and adequate training and information on the health and safety issues relating to that type of work.

Assessments will be reviewed periodically, whenever there is a substantial modification to the work process and if there is any reason to suspect that the assessment may no longer be valid.

Portable Electrical Equipment

It is the policy of Mercia Securities Ltd to comply with the requirements of the Electricity at Work Regulations 1989 in relation to the inspection and testing of portable electrical equipment used in the workplace to prevent any danger.

All such equipment is properly maintained so as to prevent, as far as is reasonably practicable, such danger.

Fire Safety

Mercia Securities Ltd fire safety policy and procedures take account of special fire hazards in specific areas of the workplace and, where appropriate, have been compiled with the assistance of the local fire service.

All workers within the company have a duty to sound the alarm immediately on the discovery of any fire, and to inform the fire service using the 999 system.

All workers have a duty to report any potential fire hazard and conduct their operations in such a way as to minimise the risk of fire. This involves taking care when smoking, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

The (Insert Title) is responsible for the provision and maintenance of fire prevention and detection equipment at Head Office. In the case of other areas where Mercia Securities Ltd employees are engaged, it is the responsibility of the client to make such provision.

Supervisors are responsible for keeping their operating areas safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

All site employees should acquaint themselves with the client's Fire Safety policy and follow the instructions contained therein.

Fire safety training is included in the 3-day induction course provided for all staff.

Fire Detection Equipment

Manually operated fire alarms are located at strategic points throughout the workplace within the Head Office building. If a fire or smoke is discovered, it is the responsibility of any employee present to activate the alarm and evacuate the building.

Site employees should make themselves aware of all fire detection equipment at their place of work within the client's premises

Fire Fighting Equipment

Fire extinguishers are located at strategic points throughout the workplace within the Head Office building. Employees are only expected to tackle a fire themselves, if safe to do so and only small fires that they feel they can extinguish. The fire alarm should be activated on the discovery of any fire and the fire service should be called. If the situation is dangerous or potentially dangerous, the employee should not attempt to tackle the fire him or herself but should activate the alarm, evacuate the building and call the fire service.

Site employees should make themselves familiar with the type and location of all fire fighting equipment provided on their assignment by the client.

Fire extinguisher training is included within the 4-day induction course provided for all staff.

Fire Doors

Fire doors designed to slow the spread of fire and smoke throughout the workplace have been installed at strategic points within the Head Office building. Fire doors are designed to close automatically after opening and must never be blocked, jammed or tied open.

Site employees should make themselves familiar with the location of all fire doors within their assignment and ensure they are closed and free from obstruction.

Any incidents of Fire Doors being obstructed must be reported to the control room and the client.

Fire Exits

Fire exits are located at strategic points throughout the workplace within the Head Office building. Exit doors and corridors must never be locked, blocked or used as storage space.

Emergency lighting has been installed in exit corridors, above emergency exit doors and throughout the workplace in case of power failure.

Site employees should familiarise themselves with these exits when attending client premises.

Smoking

Smoking is prohibited in all areas of the workplace except those areas outside of the building, which have been specifically designated as smoking areas. Smoking areas should at all times be kept fire safe. Combustible materials must never be stored or allowed to accumulate in areas where smoking is permitted. Site employees must comply with the client's smoking policy at all times.

First Aid

It is the policy of Mercia Securities Ltd to comply with the provisions of the Health and Safety (First Aid) Regulations 1981.

The company provide:

- Adequate and appropriate first aid equipment and facilities.
- Adequately qualified first aiders.
- An appointed person in the event of the first aider being absent.
- Information to all staff regarding the provision of first aid, the location of equipment, facilities and personnel, within the workplace.

First aid stations are located in areas where personnel are concentrated around the workplace. All first aid stations are clearly marked and are easily accessible by all employees during all working hours.

One person holding a current first aid certificate is responsible for ensuring that each first aid box is regularly checked and replenished, when necessary.

Operational site personnel should make themselves familiar with the client's first aid procedures and local first aiders.

Accident Investigation & Reporting

It is the policy of Mercia Securities Ltd to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 95).

Mercia Securities Ltd sees accident investigation as a valuable tool in the prevention of future incidents. In the event of an accident resulting in injury a report will be drawn up by the Director of Safety or a person appointed by the Director of Safety detailing:

- The circumstances of the accident including photographs and diagrams wherever possible
- The nature and severity of the injury sustained

- The identity of any eyewitnesses
- The time, date and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable.

Any person required to give an official statement has the right to have a lawyer or trade union representative present at the company's expense.

The completed report will then be submitted to and analysed by the Director of Safety who will attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

All reports will be submitted to the company lawyers who will advise on liability, proceedings and quantum of damages. The lawyers will then submit the report to the company's insurance risk advisors for assessment.

A follow up report will be completed after a reasonable period of time examining the effectiveness of any new measures adopted. Accident records are compiled, audited and reviewed by the Director of Safety.

The Director of Safety is responsible for reporting cases of accidents and diseases, resulting from work activities, to the relevant enforcing authority under the RIDDOR 95 Regulations where applicable. These responsibilities may be delegated to the Health and Safety Manager.

Site employees should make themselves familiar with the location of the client's accident book. In the event of a site employee receiving any injury, however minor, whilst at work, it is the responsibility of that employee to report the matter to the control room and make the relevant entry in the client's accident book.

General

Mercia Securities Ltd has produced this Health and Safety Handbook, containing the relevant details of the various Health and Safety Regulations affecting our services.

Health and Safety advice, training, information and assistance may be obtained from the Company's Health and Safety Manager and from the Health and Safety Executive (H.S.E.) on the H.S.E. info-line on 0541 545500 or on the internet at:

www.open.gov.uk/hse/hsehome.htm

SECTION - 4

POLICIES AND PROCEDURES

Introduction – to Section 4

The company manual in total – sections 1, 2 and 3 satisfies the legal requirement imposed by section 2 (3) of the Health and Safety at Work etc. Act 1974

The following arrangements for the implementation of the company health, safety and welfare policy are all working documents and as such will be reviewed/amended on a regular basis or when circumstances dictate.

Policies and procedures contained in Section 3 will be the current company policy/procedure for that subject any will override any documents on the same subject found elsewhere.

Copies of the full company health, safety and welfare manual may be located with senior managers and the health and safety manager. Policies/procedures contained within Section 3 are arrived at after consultation with the relevant personnel involved in the daily implementation of each of them. The ultimate responsibility to ensure that the company health, safety and welfare policy is properly implemented lies with the General Manager.

Additional or revised policies/procedures will be included after consultation with the relevant parties.

SH-01

ALCOHOL AND DRUG ABUSE

Alcohol must not be consumed on any Mercia Securities Ltd premises, other than at appropriate events, officially sanctioned by senior management.

Alcohol or drug abuse by employees and company consultants (including supervisory and management staff) can adversely affect the safety and health of themselves or others on site therefore it is the policy of Mercia Securities Ltd that any person known to be, or strongly suspected of being, affected by alcohol or drugs must be referred to the Head of Human Resources or in his/her absence a senior manager, who will arrange for the person to be removed from site.

It must be noted that symptoms implying that a person is under the influence of drugs or alcohol may be created by other conditions e.g. heat exhaustion, hypothermia, diabetes, etc. also the person may be affected by legitimate medication prescribed by a doctor. These conditions, while still requiring the person to be removed for safety reasons from their work, will obviously affect any disciplinary action that may be considered therefore, if there is any doubt as to the person's condition or cause of their condition medical advice should be sought immediately.

SH-02

ELECTRICITY AT WORK

Mercia Securities Ltd recognizes its responsibility under the Health and Safety (Electricity at Work) Regulations 1989 and endeavours to exceed the minimum requirements of these regulations in order to ensure the safety of employees who may have to work with electricity.

RESPONSIBILITIES

Management have the responsibility to ensure that all electrical tasks are assessed and control measures in place to eliminate the risk of electrocution or electric shock to any of its employees or other persons who may be affected by our operations.

The Director of Safety shall further ensure that work premises owned/occupied by employees have electrical installations fitted and maintained in accordance with BS 7671: 2001 Requirements for Electrical Installations (IEE Wiring Regulations, 16th Edition). A Table of Frequency of checks follows this procedure which is intended as guidance for electrical equipment owned or used by the company. This guidance is to be adhered to wherever there is the requirement for the listed electrical equipment.

Only persons who are qualified, competent and authorised by Mercia Securities Ltd may work with electricity. Employees who work with electricity have the individual responsibility to ensure that their working conditions are safe; that they have followed electrical safe working procedures and that the work is always left in a safe condition.

Extra care is especially required to be taken by Mercia Securities Ltd employees as most working environments will be in the open. Resultantly, technicians will be trained and aware of additional hazards that are foreseeable and likely to be present in these work environments.

WORKING WITH ELECTRICITY

Unlike many other hazards that can be seen or heard, there is no advance warning of danger from electricity. Electricity can kill, so the utmost care must be taken when working with or near electricity.

Periodic Checks

To ensure the safe working of electrical apparatus, it shall be subjected to periodical electrical testing as follows:

- Office Machinery –Annual (Visual Inspection) and 2 yearly (Inspection and Test)
- IT Equipment – Every 2 years (Visual)
- Portable tools and extension leads – 3 monthly
- Office/Building Electrical Systems and Installations – 5 yearly

Electric Shock

There are 5 main causes of electric shock:

1. Carelessness
2. Lack of Planning
3. Faulty Installation
4. Lack of Maintenance
5. Mishandling of Tools

Symptoms of Electric Shock

The following are the three main symptoms of electric shock:

1. Unpleasant tingling sensation
2. Fibrillation of the heart
3. Burning of the skin

ENERGY ISOLATION

Should it be necessary to work with electrical equipment, make sure the supply is completely isolated and that the person working on electricity has the relevant qualifications, competences, experience and authority. It is likely that a Permit to Work is required as well as the requirement to follow procedures for lockout and tag (there may be additional specific site rules). All potential hazards are to be identified and assessed and no one is to work alone if working with live circuits.

Only persons authorised by the Company may work with electricity. This authority shall be in writing and included in your job description and training records.

TRAILING WIRES

Trailing electrical leads when trailed across the top or over the sides of desks/benches/ground may accidentally be pulled which can result in equipment being dragged from the desk/bench onto the floor, or onto a person walking past. Where leads trail across the floor/ground they may present a trip hazard, therefore, all cables should be placed in a tidy manner, covered and secured where possible or hung overhead at a safe height. Trailing wires may also be subject to crushing and may be damaged and pose a safety threat. All cables and extension leads must be inspected prior to use and are also to be subjected to Portable Appliance Testing and listed on the electrical asset register.

INCIDENT REPORTING

All incidents involving electricity must be reported immediately to the site manager/client/proprietor and to Mercia Securities Ltd Head Office, including details of any injured persons or damaged property, notwithstanding company and site accident reporting procedures.

ELECTRICAL EQUIPMENT FREQUENCY OF SAFETY CHECKS

Office machinery and Equipment	every 12 months (visual inspection)
	every 2 years (inspection and test)
Computer Equipment	every 2 years (visual)

From IEE Code of Practice

- 1) S Satationary Equipment
IT Information Technonology Equipment
M Moveable Equipment
P Portable Equipment
H Hand-held Equipment

(2) User checks are not recorded unless a fault it found.

(3) The formal visual inspection may form part of the combinded inspection and test when they coincide, and must be recorded see 7.2b

(4) If class of equipment is not known, it must be tested as class 1.

(5) The results of combinded inspections and tests are recorded see 7.2c

(6) For some equipment such as children's rides a daily check may be necessary

(+) Buy supervisor/teacher/member of staff

(#) 110V earthed centre-tapped supply. 230V portable or hand-held equipment must be supplied via a 30mA r.c.d and the intervals between inspections and tests reduced.

The information on suggested initial frequencies given above is more detailed and specific than HSE Guidance, but is not considered consistent with it.

SH-03

HOUSEKEEPING AND STORAGE

Good practice and reporting defects

This is a very important area towards the overall aim of reducing risk in the work place. Good housekeeping makes the whole work environment safer, reduces the risk of fire and limits the chances of an accident occurring, particularly slips and trips and accidents resulting from poor storage such as items falling from shelving or racking.

Members of staff should report hazards or defects to management, who will ensure that the defect is rectified as soon as possible.

All members of staff can assist in the general housekeeping of premises occupied by Mercia Securities Ltd by tidying up after themselves, keeping their work area tidy, ensuring combustible materials do not collect, replacing equipment as they found it, storing items in cupboards and on shelves and racks safely and considerately, complying with local rules etc. Period safety inspections of all areas are carried out by management representatives to try and restrict the growth of poor housekeeping practices.

The importance of good housekeeping cannot be over emphasised, bad housekeeping may compound existing hazardous situations and promote the escalation of an incident far quicker than would be the case if sensible housekeeping were followed.

SH-04

MANUAL HANDLING

1. Fatal manual handling accidents are rare, but manual injuries resulting in three or more days' absence from work are more common (such injuries are often sprains or strains of the back).
2. Effects of manual handling can be cumulative as a result of repetitive actions and can result in physical impairment or even permanent disability.

Types of Manual Handling Injury

Injuries include:

- Fractures
- Damage to muscles, ligament and tendons
- Damage to inter-vertebral discs, especially so-called 'slipped discs'.
- Damage to nerves, especially trapped nerves.
- Abrasions and cuts.
- Burns
- Hernias

Few jobs are free from the risk of manual handling, office based workers suffer similar levels of injuries to largely manual workers. A general explanation for this could be that the infrequent strenuous lifting carried out by inexperienced or relatively unfit office workers has a similar effect to regular strenuous lifting practiced by fitter and more experienced manual workers.

Cause of Injury

Causes of injury may be the following:

Lifting loads, which can cause spinal injuries such as 'slipped discs' as well as hernias and strains.

Carrying loads, which can cause the same type of injuries as above, as well as fatigue, from carrying loads over long distances and repetitive strain injuries.

Pushing and pulling loads, which can also result in musculoskeletal injury. Adviod erratic or violent movements that can result in a strain.

Risk Factors

Risk factors associated with manual handling include the following:

1 The **task**

Risks caused by the task may be as follows:

- a) Loads held away from the body
- b) Incorrect posture especially when lifting and lowering loads (stooping).
- c) Excessive twisting and turning of the body.
- d) Not allowing sufficient time for the body to rest.
- e) Excessive carrying or lifting distances.
- f) Incorrect team handling especially between unequal partners.
- g) Sudden movements

Handling While Seated

Handling loads while seated imposes considerable constraints. Use of relatively powerful leg muscles is precluded and the weight of the handlers body cannot be used as a counter balance.

Lifting from below the level of a work surface will always inevitably result in twisting and stooping.

Team Handling

Handling by two or more people may make possible an operation that is beyond the capability of one person, the load that a team can handle is less than the sum of the loads that the individual team members could cope with when alone.

2 **Individual Capability**

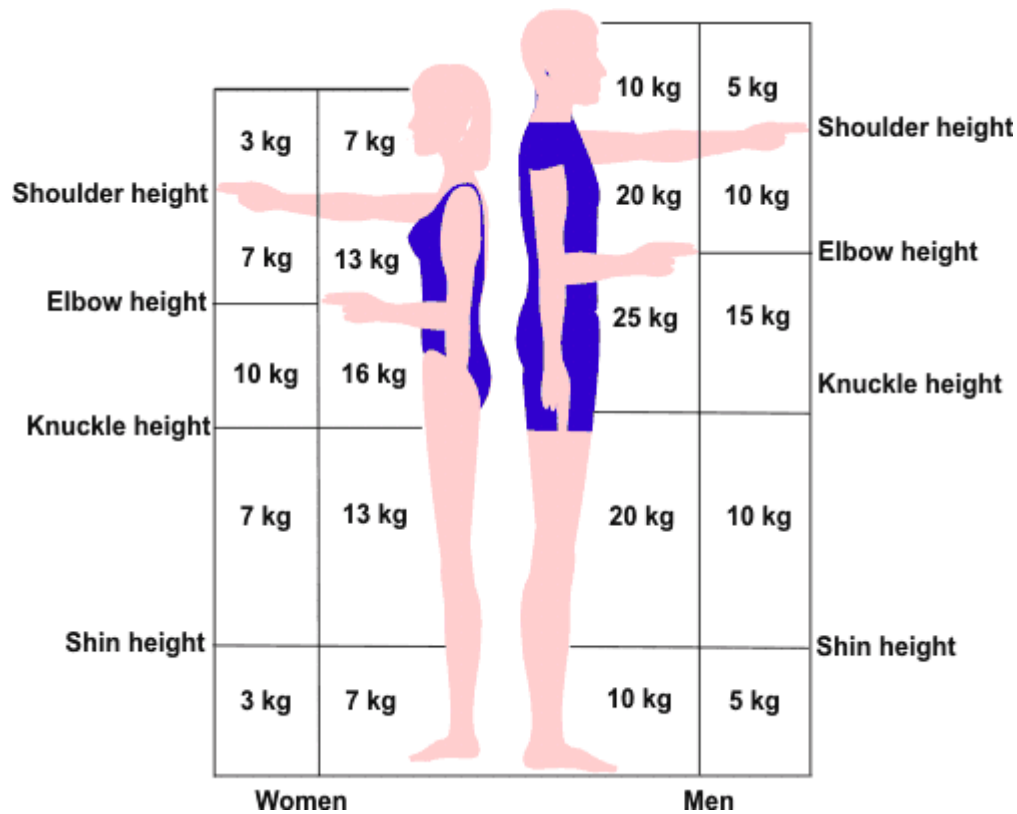
Allowances should be made for:

- a) Age – ability to bear weight declines with age, increasingly so in a person's 50s and 60s.
- b) Gender – generally women are judged not to have the same weight bearing capacity as men and can be particularly susceptible to injury during pregnancy.
- c) Physical attributes – strength, height, weight, existing health
- d) Knowledge and training

What about Pregnancy?

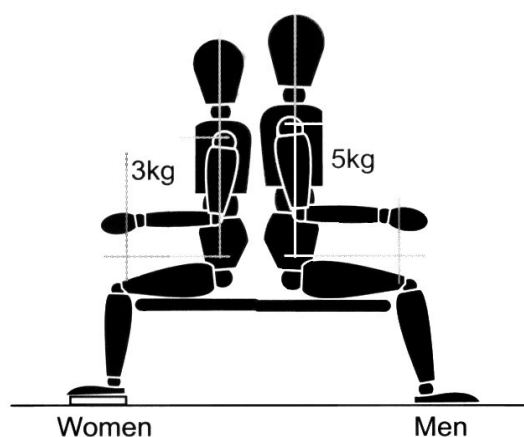
Allowance should be made for pregnancy where the employer could reasonably be expected to be aware of it i.e. where the pregnancy is visibly apparent or the employee has informed her employer, in writing that she is pregnant. Pregnancy has significant implications for the risk of manual handling injury.

Guidelines for Lifting & Lowering



Figures shown are indicative only. 25kg may not be attainable for some people, similarly, 25kg may easily be within capabilities of others. The numbers themselves are therefore not important in deciding what the maximum load a person can handle is. It also does not take into account any associated twisting or stooping, which lessens capabilities even further.

Handling while Seated



Lifting or lowering loads beyond the box zones, as in the case of an employee who leans forward with outstretched arms to pick up a load, will reduce the weight that can be safely handled.

3 The **load**

In addition to the obvious risk presented by the weight of the load, other risks may be as follows:

- Bulky or unwieldy loads.
- Loads which are difficult to grasp.
- Unstable loads.
- Loads with sharp edges.

4 The **working environment**

The following hazards may be seen in the workplace:

- a) Uneven, wet or slippery floor surfaces.
- b) Variations in floor level
- c) Low headroom (causing poor posture).
- d) Excessive heat or cold.
- e) Draughts and high ventilation
- f) Space restraints
- g) Poor lighting

Managing Manual Handling

Manual handling operations are a major source of accidents, injuries and ill health in the workplace. Tackling manual handling issues not only leads to avoidance of these conditions and hence reduction of absenteeism, but also necessary for Mercia Securities Ltd to comply with its legal obligations.

General Principles of the Manual Handling Operations Regulations 1992

The general principles of the MHOR can be outlined as follows:

- 1 Avoid hazardous manual handling operations so far as is reasonably practicable (balance risk against cost).
- 2 Make suitable and sufficient risk assessments of those operations that cannot be avoided (absolute duty).
- 3 Reduce the risk of injury so far as is reasonably practicable (remember to balance the risk against the cost).
- 4 Provide details on the weight characteristics of loads, etc.
- 5 Review assessments where they are no longer valid or where there has been significant change.

The Role of Managers in Supporting Safe Systems of Work

Managers have a key role to play in the support of agreed safe systems of work for manual handling, in accordance with the company policy. An essential part of this role is the supervision of employees to ensure that systems of work are adhered to. **Never** imply that corners may be cut with regard to an agreed system of work in order to increase production or to speed up a process.

Managers need to motivate employees to work safely. Where employees consistently ignore the correct procedures for manual handling tasks, managers may need to take disciplinary action, in accordance with company procedures.

The Role of Managers in Assessing Manual Handling Risks

Managers and supervisors have an important role to play in the assessment of the risks associated with manual handling, in accordance with the manual handling policy. The key factors of the task, load, the working environment and individual capability must always be kept in mind.

Managers and supervisors are responsible for carrying out suitable and sufficient manual handling assessments for activities in which handling cannot be avoided.

Significant risks and control measures should be recorded on the forms included in Annex A to this part.

Manual handling risk assessments should not be attempted until adequate training has been given to managers and supervisors.

Controlling Manual Handling Risks

The key to controlling manual risks is to adopt an ergonomic approach. This fits the job to the individual rather than the other way round. An ergonomic approach requires the risk to be viewed in terms of the task, the load, the working environment and individual capability. In addition mechanical assistance for the process should be considered to avoid manual handling. Be aware however, that the introduction of mechanical assistance may cause other hazards which may carry more risks than the original manual handling activity.

Practical Manual Handling Guidance

Be aware of the risks associated with manual handling in your workplace, also be aware of the correct techniques and equipment for all manual handling activities in which you are involved.

Good Handling Techniques

When lifting a load, the task should be broken down into the following stages.

- 1 Stop and think about the lift:
 - a) Think about where the load will be placed
 - b) Get assistance or handling aids if needed
 - c) Ensure that there are no obstructions
- 2 Position the feet so that they are approximately a shoulder width apart, with the leading leg as far forward as is comfortable.
- 3 Adopt a good posture before attempting to lift the load:
 - a) Bend the knees
 - b) Lower the body (keeping the back straight)
 - c) Keep shoulders level and facing in the same direction as the hips.

- 4 Get a firm grip:
 - a) Hook the fingers under the load if possible or use any handles fitted.
 - b) If necessary, lean forward a little over the load to get a good grip.
 - c) Keep the arms within the bounard formed by the legs.

- 5 Raise the load:
 - a) Raise the body by straightening the legs (keep the back straight).
 - b) Do not jerk or twist while lifting
 - c) Keep close to the load, ensuring the heavist side is the nearest to the body.

- 6 Transporting the load:
 - a) Do you know where you are going.
 - b) Do you know the way is clear.
 - c) Keep distances to a minimum.
 - d) Make two trips if necessary.

- 7 Put the load down and then adjust its position. Ensure there is no gap between the handler and the work surface onto which the load is being lifted.

Team Handling

Handling by two or more people may make possible an operation that is beyond the capability of one person, or reduce the risk of injury to a solo handler. However, team handling may introduce additional problems, which the assessment should consider. During the handling operation the proportion of the load that is borne by each member of the team will inevitabl vary to some extent. Such variation is likely to be more pronounced on rough ground. Therefore the load that a team can handle in saftey is less than the sum of the loads that the individual team members could cope with when working alone.

As an approximate guide, the capability of a two person team is two thrids the sum of their individual capabilities, and for a three person team the capability is half the sum of their individual capabilities. If steps or slopes must be negotiated, most of the weight may be borne by the handler or handlers at the lower end, further reducing the capability of the team as a whole.

Additional difficulties may arise if team members impede each others' vision or movement, or if the load offers insufficient good handholds. This can occur particularly with compact loads which force the handlers to work close together or where the space available for movement is limited. Loads with large, flat areas may become awkward to transport when exposed to sudden or excessive air movements.

ANNEX A TO SH-04

Manual Handling – Assessment Checklist

Section A

Activity description:	Can manual handling be avoided? Yes/No*? *Delete as appropriate
-----------------------	---

If 'no' continue. If yes assessment is terminated.

Operations covered by this assessment: Locations: Personnel Involved: Date of assessment:	Other useful information (sketches, diagrams etc)
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Section B – See over for detailed analysis

Section C – Overall assessment of risk

	Medium	
--	--------	--

Section D – Remedial action to be taken

Remedial steps that should be taken, in order of priority: 1 2 3 4
Date by which action should be taken:
Date of reassessment:
Assessor name: Signature:

Part B – Manual Handling Assessment Checklist

Questions to consider:	If yes, tick level of			Problems occurring from the task	Possible remedial action
	Low	Med	High		
<p>The task – does it involve:</p> <ul style="list-style-type: none"> • Holding away from the trunk? • Twisting? • Stooping? • Reaching upwards? • Large vertical movement? • Long carrying movement? • Strenuous pushing or pulling • Unpredictable movement of load • Repetitive handling? • Insufficient handling? • A work rate imposed by a process? 					
<p>The Load – is it:</p> <ul style="list-style-type: none"> • Heavy • Bulky/unwieldy? • Difficult to grasp? • Unstable/Unpredictable? • Intrinsically harmful (sharp/hot etc>) 					
<p>The working environment – are there:</p> <ul style="list-style-type: none"> • Constraints on posture? • Poor floors? • Variations in levels? • Hot/cold/humid conditions? • Strong air movements? • Poor lighting conditions? 					
<p>Individual Capability – does the job:</p> <ul style="list-style-type: none"> • Require unusual capability? • Hazard those with a health problem? • Hazard those who are pregnant • Call for special 					
<p>Other Factors:</p> <ul style="list-style-type: none"> • Is movement hindered by clothing or personal protective equipment? 	Yes/No				

Office Management

1. Ensure that all office machinery/equipment is safe, fitted with any necessary guards or safety devices and is serviced and maintained as recommended by the manufacturer.
2. Ensure that a risk assessment has been carried out for any substances or work activity hazardous to employees' health and safety and that appropriate control measures, training, instruction, protective clothing etc have been provided.
3. Ensure that staff required to use office machinery are trained in its use and are not permitted to carry out any repairs unless competent and authorised.
4. Ensure that offices are laid out suitably and that housekeeping is maintained to insure safety of staff and visitors.

Office Working

1. Read and understand the Safety Policy and carry out your work in accordance with its requirements
2. Ensure that the clothing and particularly the footwear you wear at work is suitable from a safety viewpoint.
3. Do not try to use, repair or maintain any office equipment or machinery, or carry out any work activity which may be hazardous to your health and safety, for which you have not received full instructions or training.
4. Suggest ways of eliminating hazards and improving work methods

There is a common misconception that as office work is largely sedentary then it is a safe environment. In fact many injuries occur from office incidents, many of which are wholly avoidable. The following is a guide to making the office a safer place, it is not exhaustive and does not take into account more specialised office environments.

Fire Prevention

Avoid build-ups of combustible materials such as paper and cardboard, especially around electrical equipment.

Do not prop or wedge open fire doors, fire doors will give you approximately 30 minutes protection, if they are shut.

Properly store flammable material such as solvents and cleaning fluids.

Only use equipment that you have been trained in the safe operation of.

Emergencies

Know where your nearest fire exits and assembly point are.

Know the location and type of the nearest fire extinguishers.

Make sure you are familiar with all the relevant emergency evacuation procedures.

Know how to report a fire.

Know how to summon first aid if required and who your nearest first aider is.

Slips, Trips and Falls

Watch out for loose carpeting, tiles or polished floors and report any hazardous conditions to your supervisor or manager.

Wipe up any liquid spills immediately.

Do not allow pencils, pens or other objects, which may cause a slip, to remain on the floor.

Ensure your chair is suitable and free from defects; report any defective chairs to your supervisor or managers never tilt backward in a chair.

Never stand or climb on chairs (especially castored) or desks, always use a suitable stepladder or step-up.

Beware of trailing leads, cable covers must be used if a trailing cable is unavoidable.
Avoid obstructing your vision with large loads, don't hurry.
Report out of order lights promptly to your supervisor or manager.

Doors and Drawers

Never store anything even short term behind doors.
Always ensure emergency escape routes are kept clear at all times.
Avoid overloading top drawers of filing cabinets, overloading may cause the cabinet to fall on you.
Close one drawer before opening another; watch out for yours and others fingers when closing drawers.

Shelves and Storage Cabinets

Stack objects neatly inside cabinets not on top.
Keep frequently used items within easy reach.
Don't overload cabinets, especially those that aren't bolted down. They could tip over on you.
Store heavy or frequently used items at waist height, seldom-used items on the lower shelves and light items on the upper shelves.

Office Equipment

Be careful with staples, especially when cleaning a jammed stapler.
Paper can cause deep cuts, be aware and handle paper with respect.
Never reach for scissors or other sharp implements blindly, always look first.
Never mix drawing pins and paper clips in the same tray.
Be careful when handling acco fasteners, these can be very sharp on the edges.

Office Machinery

Be attentive when being instructed on how to use machines.
Be alert for electrical defects such as frayed or bare wires and report them to your supervisor or manager.
Unplug any machinery that overheats, smokes, sparks or causes a shock; report this immediately to your supervisor or manager.
Never tinker with machinery, if it is not working correctly, report it.

Lifting and Carrying

Stand close to the object with feet spread apart for balance.
Don't twist your body to get into position.
Keep your back straight and bend the knees.
Hold the object firmly and close to your body as you carry it.
Lift with your legs, slowly straightening them.
Take two trips with lesser loads rather than one trip with a load nearing your capacity.
Be aware of your own capabilities.

Exercise

While working shift your position periodically to avoid back or other muscle strains.
Vary your tasks to avoid repetitive motions, take rest breaks.
Increase your blood circulation by getting up, stretching and walking around occasionally.

SH-06

CONSULTATION WITH EMPLOYEES

Safety Representatives

Mercia Securities Ltd has a pro-active approach to health & safety, and recognises the benefits of employees having a significant input into the company's health & safety procedures. They also play a vital role in providing feedback on actual performance, and identifying hazards that have previously been missed. Therefore in all situations, company appointed safety representatives will be encouraged to assist the company to maintain a safe and healthy workplace. This will be achieved by encouraging employees to fulfil the role of safety representative in accordance with the Health & Safety (Consultation with Employees) Regulations 1996.

On appointment to a position in Mercia Securities Ltd, all employees will be required to undertake a company induction which will outline this policy and procedure. Additionally on sites, all employees will receive a site induction talk from the Principal Contractor, which will identify the means of communication of safety information applicable to that site and project. This will enhance and support the safety information communicated to the employee by the Site Manager or General Manager as detailed in Company or Site Induction.

The induction will cover:-

- Site rules and P.P.E
- Welfare facilities
- First aid arrangements and emergency procedures
- The significant risks identified in the assessments
- Relevant method statements
- Details of the safety representatives and means of consultation

Throughout projects, all employees and contractors will be encouraged to continually liaise with the site manager or client, ensuring that technicians are kept aware of such information, to assist in the identification of any health & safety hazard that has not previously been identified.

In addition the company will encourage employees to take the role of safety representative under the Health & Safety (Consultation with Employees) Regulations and the company will offer them training and assistance to fulfil this role and to further enhance health and safety within the company.

All employees will furthermore be kept aware of all relevant information relating to their health, safety and welfare, through the medium of Tool Box Talks, Safety Meetings, updates to the Employee Handbook, Notice Board information and e-mails or bulletins as befits the urgency of need.

SH-07

SMOKING

The company operates a no smoking policy in compliance with legal requirements, the policy is designed to:

- i) Reduce the risk of fire and possible consequences
- i) Protect non-smokers from discomfort and risk to health

This policy applies in all accommodation within the site and is extended to include company pool vehicles where applicable.

Those wishing to smoke may do so outside the building in designated 'smoking areas'.

If you are a smoker, please ensure that you take 'smoke breaks' at sensible intervals. If in the opinion of your manager, such breaks are causing disruption to your work or that of your colleagues, you may be asked to reduce your breaks.

Anyone who smokes outside designated areas will be asked to refrain. If the request is refused or if the individual frequently abuses the rules on smoking, disciplinary action may be taken.

Engineers or other employees who work on clients' premises are expected to comply with client rules and standards, as well as being aware of the possibility of a flammable or explosive atmosphere.

REFERENCES

Health and Safety at Work Act 1974
Dangerous Substances and Explosive Atmospheres Regulations 2002
Management of Health and Safety at Work Regulations 1999
Workplace (Health, Safety and Welfare) Regulations 1992
Food Hygiene (General Food Hygiene) Regulations 1995

DISPLAY SCREEN EQUIPMENT

The Company will take all reasonable steps to secure the health and safety of employees who are designated users of Display Screen Equipment.

It is The Company's intention to ensure that any risk from working with Display Screen Equipment is reduced to the lowest level possible.

The applicable regulations do not contain detailed technical specification or lists of approved equipment. Instead there are general guidelines in The Health & Safety (Display Screen Equipment) Regulations 1992. Mercia Securities Ltd recognises that the regulations apply where staff habitually uses VDUs as a significant part of their normal work; in the office or at home. Other people, who use VDUs only occasionally, are not covered by these regulations. Mercia Securities Ltd, however, further recognises that it still has a general duty to protect them under other Health & Safety legislation (the Provision and Use of Work Equipment Regulations 1992 and the Workplace Health, Safety and Welfare Regulations 1992 in particular).

In appreciation of its duty of care, the company will assess the whole workstation, including equipment, furniture, the work environment, the job being done and any special needs of individual staff. Mercia Securities Ltd will ensure that the workstation meets the minimum legal requirements. These requirements are good features that should normally be found in a workstation i.e. adjustable chairs, suitable lighting. They are set out in a schedule to the Regulations, covering screens, keyboards, desks, chairs, the work environment and software.

Staff must also co-operate and meet their legal obligations by asking themselves what they can do to help themselves. This will initially be done using the DSE Assessment Form (Annex A to this procedure). They should make full use of the equipment provided and adjust it to get the best from it and to avoid potential health problems. Adjust chairs and VDUs to find the most comfortable position for work. As a broad guide the points below should be followed:

Reading the screen

- a. Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- b. Make sure the screen surface is clean. In setting up software, choose options giving text that is large enough to read easily on your screen when you are sitting in a normal comfortable working position.
- c. Select colours that are easy on the eye (avoid red text on a blue background or vice versa)
- d. Individual characters on the screen should be sharply focused and should not flicker or move.

Posture and Breaks

Do not sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable, but avoid repeated stretching to reach things you need (if this happens a lot you need to rearrange your workstation)

How long should I work with a VDU?

There is no legal limit. Most jobs provide an opportunity to take a break from the screen e.g. filing, photocopying. Make use of them. If there are no such natural breaks in your job, your employer should plan for you to have rest breaks. The need for breaks will depend on the nature and intensity of the work; the Regulations require breaks or changes of activity but do not specify their timing or length. Short frequent breaks are deemed better than longer less frequent ones.

Keying In

Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful, particularly for smaller users. Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important,

Using a mouse

Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk, so you don't have to work with your arm stretched. Move the keyboard out of the way if it is not being used. Support your forearm on the desk, and don't grip the mouse too tightly. Rest your fingers lightly on the buttons and do not press them hard.

By following the company rules and guidance on working safely at workstations, it is unlikely that anyone should suffer from any form of work-related upper limb disorder (WRULD). Anyone who suspects that they are starting to experience discomfort whilst at their workstation should carry out another self-assessment on working positions and workstation layout and report the fact immediately to their line manager.

The means by which the risks are reduced are:

1. Pre- employment eye sight test for all new administration staff.
2. Eye sight test provided at 'Users' request.
3. Programmed Workstation Assessments.
4. All new office furniture purchased conforms to DSE Regulations 1992 and current British Standards.
5. All users provided with booklet advising of health risks in working with DSE how the risks can be avoided.

SCOPE

This policy applies to all Company employees designated as 'Users' of Display Screen Equipment.

REFERENCES

Health and Safety (Display Screen Equipment) Regulations 1992

DOCUMENTATION

Display Screen Equipment Assessment Records
Manager and User Guidance.

Annex A to SH-08

DSE Assessment

Company: Mercia Securities Ltd	
Display Screen Equipment (DSE) serial number/Workstation Name:	
Location: Head Office	
Operator name:	Date of assessment:

1) OPERATOR DETAILS	Yes	No	Comments/Actions:
<p>Percentage of time spent at DSE</p> <p>a) per day –% when in office</p> <p>b) per week –% (also uses remotely?)</p> <p>Are regular breaks taken?</p> <p>How long are the breaks?</p> <p>Date of last eye test –</p> <p>Does the operator wear glasses/contact lenses?</p> <p>Does of has the operator suffer from photosensitive epilepsy?</p> <p>Does the operator complain of:</p> <p>a) Visual fatigue - rarely</p> <p>b) Facial rash</p> <p>c) Postural fatigue</p> <p>d) Upper limb pains</p> <p>e) Headaches</p>			
<p>2) DISPLAY SCREENS</p> <p>Are the characters clear and readable?</p> <p>Is the text size comfortable to read?</p> <p>Is the image stable (i.e. free of flicker and jitter)?</p> <p>Is the screen's specification suitable for its intended use?</p> <p>Are the brightness and/or contrast adjustable?</p> <p>Does the screen swivel and tilt?</p> <p>Is the screen free from glare and reflections?</p>			

Are adjustable window coverings provided and in adequate condition?

3) KEYBOARDS

Is the keyboard separate from the screen?

Does the keyboard tilt?

Is it possible to find a comfortable keying position?

Does the user have good keyboard technique?

Are the characters on the keys easily readable?

4) MOUSE, TRACKBALL ETC.

Is the device suitable for the tasks it is used for?

Is the device positioned close to the user?

Is there support for the device user's wrist and forearm?

Does the device work smoothly at a speed that suits the user?

Can the user easily adjust software settings for speed and accuracy of pointer?

4) SOFTWARE

Is the software suitable for the task?

5) FURNITURE

Is the work surface large enough for all the necessary equipment, papers etc?

Can the user comfortably reach all the equipment and papers they need to use?

Are surfaces free from glare and reflection?

Is the chair suitable?

Is the chair stable?

Does the chair have a working:

- Seat back height and tilt adjustment?
- Seat height adjustment?

<ul style="list-style-type: none"> • Swivel mechanism? • Castors or glides? <p>Is the chair adjusted correctly?</p> <p>Is the small of the back supported by the chair's backrest?</p> <p>Are forearms horizontal and eyes at roughly the same height as the top of the VDU?</p> <p>Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?</p> <p>6) ENVIRONMENT</p> <p>Is there enough room to change position and vary movement?</p> <p>Is the lighting suitable, e.g. not too bright or too dim to work comfortably?</p> <p>Does the air feel comfortable?</p> <p>Are levels of heat comfortable?</p> <p>Are levels of noise comfortable? – own office.</p> <p>7) ADDITIONAL QUESTIONS TO USERS</p> <p>Has the assessment covered all the problems the user may have with working with their DSE?</p> <p>Has the user experienced any discomfort or other symptoms not discussed which they attribute to working with their DSE?</p> <p>Has the user been advised of their entitlement to eye and eyesight testing?</p>			
Additional comments:			
Assessment completed by:	Signature:		
Assessment reviewed/followed up by:	Date:		

SH-09

ORGANISATIONAL STRESS

The Company acknowledges that all people encounter stress in their personal lives and are committed to managing work-related stressors as any other health and safety risk.

Through the risk assessment process, The Company will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable, whilst creating a working environment in which all employees have the confidence to seek help for and discuss, any work-related problem they may have.

POLICY STATEMENT

The Company recognises the importance of management and employees making a commitment to manage stress effectively and to minimise harmful stress levels by:

- identifying specific stress hazards
- recognising symptoms of unhealthy stress
- monitoring performance
- acting promptly to provide support once stress is identified
- providing stress counselling
- providing stress management training
- taking appropriate preventative action

SCOPE

This policy statement and guidance applies to all Company employees

REFERENCES

Health and Safety at Work Act 1974
Management of Health and Safety at Work Regulations 1999

SH-10

PERSONAL PROTECTIVE EQUIPMENT

Mercia Securities Ltd recognises its responsibilities under the Personal Protective Equipment Regulations 1992 (as amended) and will ensure the provision of suitable and sufficient PPE for employees at no cost to employees, where required when risk cannot be adequately controlled by other means, Mercia Securities Ltd shall, by a procedure of risk assessment and control measures, eliminate or reduce the risk so far as reasonably practicable to an acceptable residual low or medium risk that can be eliminated or further reduced by the use of PPE.

A P.P.E. needs analysis will be carried out by the Safety Co-ordinator before work commences on any project.

The needs analysis will take into consideration the risk assessment demands for P.P.E. and the minimum standard required by the client in line with current legislation and BS EN standards. The Client's work control procedures would be a good example of this.

Before work commences the technician will ensure that any additional P.P.E. requirements are met. Reference to the current site specific or generic risk assessments will enable this.

Before work commences all personnel will receive the P.P.E. requirements from the Safety Co-ordinator. SPA passport training specifies the minimum requirements for petrol forecourts.

When appropriate, personnel will receive regular training and instruction in the proper fitting of P.P.E. from the Safety Co-ordinator before work commences.

Records are maintained of the issue of P.P.E., its maintenance and re-issue by the Operations Manager at all times.

The Safety Co-ordinator will carry out a monthly evaluation to determine the percentage of compliance with the programme standards for P.P.E. and inform the client of the result. This information to be included in the Safety Meeting minutes.

SH-11

PORTABLE TOOLS AND APPLIANCES

The requirements of the Provision and Use of Work Equipment Regulations 1992 (PUWER) and the Health and Safety (Electricity at Work) Regulations 1989, have been taken into account in the preparation of this policy and procedure.

The (insert Title) will ensure that only equipment adhering to BS and EN standards is made available for use by employees and that suitable and sufficient risk assessments have been prepared to eliminate or mitigate all risks.

In order to prevent unnecessary accidents and injuries with portable tools and appliances, the following procedures are to be followed by all employees before and during use:

Use of Portable Electric Tools

The following must be taken into consideration when using portable electric tools:

1. Check the supply voltage to portable tools is suitable - 110 volts supply or battery-operated equipment should be used whenever possible.
2. Operatives must be trained and authorised before using portable electric tools.
3. Check for defects. Report them immediately to the Safety Co-ordinator and quarantine the tool if defects are found.
4. Do not attempt to repair a tool. This can only be done by a suitably trained person with the authority to use the correct equipment.
5. Always use extension leads/reels that have been properly fitted with a plug and socket.
6. Do not allow cable to trail along floors where they can be a trip hazard, run over or make contact with water.
7. Do not hang tools up with their leads.
8. Do not try to plug into the wrong sized socket.
9. Before using a tool, check to ensure that all its attachments are secure.
10. Aim the tool away from your body and away from other people before switching it on.
11. Switch the tool off when it is not being used and unplug and store it when the job is completed.
12. Ensure that the portable tools have a current test label affixed and that the tool is still within the test period. If not, isolate and report the fact to the Safety Co-ordinator.
13. Apply the same relevant checks to any extension leads that may be used.
14. Ensure extension reels are fully deployed prior to use.
15. Always check tool leads and plugs prior to use; this includes extension leads and reels.
16. Take proper care of all portable tools in order to ensure that they continue to work safely and efficiently.
17. Ensure the tool being used is suitable for the job.
18. Ensure that your hair or other loose items cannot become entangled with the tool(s) in use.
19. Ensure that adequate precautions have been taken against, dust, noise and flying debris.

Ensure that you are not exposing yourself to excessive amounts of vibration.

SH-14

FIRST AID POLICY AND PROCEDURES

In the development of this policy and procedure, Mercia Securities Ltd has taken account of the Health and Safety (First Aid) Regulations 1981 and relevant HSE guidance, by assessing the level of risk of injury associated with the company's operations and making provisions for the level and type of aid that may be required.

To achieve this, all employees who work on sites have attended a suitable First Aid Course, to enable them to deal with all likely situations that may occur during their work activities. Offices have trained First Aid Appointed Persons to deal with accidents that may occur in that environment.

This training is to be kept current through regular reviews of Training Records by the Safety Co-ordinator and refresher training provided at required intervals, which shall be in addition to regular Tool-Box Talks on the subject of First Aid.

First Aid kits or boxes either issued to vans or kept in offices, are to be checked periodically by the First Aid Appointed Person and contents replaced as required. This check should also include a check for any contents that may be out of date or damaged/found open.

Individuals using any First Aid kits or boxes are to ensure that the information sheet found inside the kit or box is filled in to show used contents and the nature of the injury accident treated. This is in addition to the requirements to report accidents as per the Company procedures.

First Aid

In the event of an accident the following procedures should be adhered to:

- a. Get help/summon assistance and then
- b. Take action immediately - you may be the only person in the area. If you are not a qualified first aider, you may still be able to follow the basic first aid requirements detailed in the first aid box.
- c. If electrical equipment is involved, ensure that it is isolated before attempting to touch or treat the casualty
- d. Give comfort - keep the casualty warm and dry. Reassure them.
- e. The first aid box should always be in close proximity to the work area and is a green box marked with a white cross. This box should be regularly checked for a full complement of contents. In addition to this, all vans carry a First Aid box
- f. Obtain medical assistance as soon as possible

SH-12

WORK AT HEIGHT

Mercia Securities Ltd recognises its responsibilities as an employer under the Management of Health and Safety at Work Regulations 1999 to ensure that all risks are controlled, so far as is reasonably practicable, in the place of work. It is unacceptable to the Company that operatives may be at risk whilst working at height and as a result have prepared Procedures, Risk Assessments and Safe Systems of Work which must be followed by all persons working for or on behalf of Mercia Securities Ltd who Work at Height. The Health and Safety Executive (HSE) defines Work at Height as when a person could be injured falling from height, even if it is at, above or below ground level. This includes working from a stepladder, cherry picker, scaffold, scissor lift, cradle or working on any flat, sloping or fragile roof or on a surface which has any form of drop next to it.

This Policy and Procedure is prepared in order to help prevent deaths or serious injuries to any person who may be working at height or affected by work at height whilst in the workplace or even carrying out DIY at home.

The Work At Height Regulations 2006 have been brought in as legislation due to the high death and injury rate and due to industry's own inability to identify and control the risks involved.

The Health and Safety Executive (HSE) now enforce this legislation and have made it clear that they will prosecute both individuals and companies who fail to manage the risk or fail to follow known procedures or guidance in this application of work.

RULES FOR EMPLOYERS: 'Employers must do all that is reasonably practicable to prevent anyone falling.' In order to ensure personal safety whilst working at height, Mercia Securities Ltd has carried out Risk Assessments, prepared procedures and Safe Systems of Work.

To satisfy Duty of Care, the hierarchy of control set out by the Regulations must be applied by both employers and operatives alike.

1. Avoid Work at Height where possible.
2. Use work equipment or other measures to prevent falls where working at height cannot be avoided.
3. Where the risk of a fall cannot be eliminated, work equipment or other measures must be used to minimise the distance and consequences of a fall should one occur.

The additional responsibilities fall on the Employer to ensure that:

- All work at height is properly planned and organised – specific Risk Assessments are required for each task.
- All work at height takes account of weather conditions that could endanger Health and Safety - wind, rain, snow, ice.
- Those involved in work at height are trained and competent – IPAF, PASMA, Fall Arrest, Ladder training, etc.
- The place where work at height is done is safe – including access to it, sloping roof, edge protection, overhead power cables etc.
- Equipment for work at height is appropriately inspected – scaffolding, cherry pickers, etc only from approved suppliers; harnesses etc inspected under LOLER by competent organisation.
- The risks from fragile surfaces are properly controlled – by platforms, edge protection, coverings and warning notices.

- The risks from falling objects are properly controlled – nothing to be thrown or dropped or stored in a way that it can cause a trip or its movement can cause injury; isolate area below from other workers and public.

RULES FOR EMPLOYEES: If you are an employee or working under someone else's control, you must:

- Report any safety hazard
- Use the equipment supplied (including safety devices) properly, following training and instructions (unless you think it would be unsafe, in which case you must seek further instructions before continuing).

LADDERS (Straight/Alloy/Wooden/Extension/Step and Roof): Ladders must be a considered last resort for work at height. Ladders are normally only used to gain access to a place of work at height and then still require securing in an approved manner. Even if they become the only means available to carry out work, they must meet specific safe working standards, be stable and secure and only be used for work of short duration. A three-point contact must be possible at all times whilst on the ladder.

A summary of the Safe System Of Work (SSOW) follows:

- Ladders must undergo a visual inspection by the user before use and a formal quarterly physical inspection by a competent person.
- Ladders used must only be Class 1 and meet EN 131.
- They must be long enough and positioned correctly to allow safe access to the place of work without requiring over-reaching. A minimum of 4 rungs must remain above the one that is being stood on.
- All ladders must be secured during use: preferably tied or fitted with proprietary stabilisers (ladder stability devices and wall stand-offs).
- They must only be used on firm level ground and at an angle of approximately 75° to the horizontal (1:4 rule).
- Working time must be kept to a minimum, continuous work of not more than 15 minutes before breaks are required.
- The 'belt-buckle' of the user must remain within the stiles to prevent over-reaching.
- Always face the ladder.
- A 'three-point contact' with the ladder must always be possible.
- Wear only correct safety footwear with a saddle on the heel that will prevent slipping through the rungs; appropriate PPE for the hands and safety helmets should also be worn to protect from falling objects or bumps.
- Tools must be carried on a tool belt or pulled up on a line.
- Metal ladders must not be carried vertically or used in the vicinity of overhead power cables.
- The Safe Working Load (SWL) of the ladder must be known and never exceeded.
- Consider instability of ladders when tandem lifting is planned.
- Take materials through the building rather than up the ladder where possible.
- Materials carried up or down a ladder should not exceed 25kg in weight-consider SWL of ladder.
- No item should ever be thrown up to a person on the ladder or thrown down from a ladder. No risk to self and others from falling objects.

TOWER SCAFFOLDS: Only **PASMA** qualified persons who have been authorised by Mercia Securities Ltd may supervise such operations and erect or dismantle Tower Scaffolds.

- Mobile Tower Scaffolds are to be used in preference to ladders wherever possible in situations involving lengthy tasks.
- At no time is work to be done from Mobile Tower Scaffolds from anywhere but the work platform and within the confines of the guardrails.
- Tower scaffolds must only be accessed using the prescribed and integral ladder system within the tower base.
- Trapdoors must be kept closed whilst work is in progress.

MOBILE ELEVATED WORK PLATFORMS (MEWP): Only IPAF qualified persons may supervise such operations or operate such equipment as Scissor Lifts and Elevated and Self-Propelled Booms (e.g. Cherry Pickers). See RA and SSOW.

FALL ARREST EQUIPMENT: The use of Fall Arrest Equipment is considered to be a 'last resort' and once again should only be used where work at height, once deemed essential, cannot be made safe by using alternative means of access equipment and or the use of suitable and sufficient edge protection.

Only personnel with current training on the use and inspection of fall arrest equipment may use it or supervise such operations involving its use.

Fall arrest equipment is subject to periodic inspection and testing to a maximum of 6 months in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

GENERAL: It is critical that everyone involved in work at height understands, accepts and follows these principles if falls from height are to be prevented.

Taking unnecessary and uncontrolled risks is unacceptable.

This Policy and Procedure has been prepared in order to prevent falls whilst working from height and to enable compliance with the Work At Height Regulations 2006.

The following Documents have been referred to during the preparation of this Policy and Procedure:

- The Work At Height Regulations 2006.
- The Work At Height Regulations 2006 – A Brief Guide (HSE)

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VEHICLE AND DRIVER SAFETY

POLICY

Mercia Securities Ltd has taken into consideration its duties under Health and Safety Law- The Health and Safety at Work etc, Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992- and the Road Traffic Act –and associated legislation such as the Construction and Use Regulations- in the preparation of this policy and procedures. Further guidance has been adopted from the Health and Safety Executive's (HSE) principles of Managing Work Related Road Safety for these procedures.

Mercia Securities Ltd will ensure that all its driving-related activities are covered by this policy:

- Journey and Work Planning
- Driver Selection, Training and Management
- Vehicle Documentation, Safety, Maintenance, Checks and Inspections

Mercia Securities Ltd has maintained an excellent record in Driver and Vehicle Safety to date. The development of this Policy and Procedure will therefore assist in retaining and if possible improving this record and, by following the 5 Steps to Risk Assessment, identify any hazards or high risk activities that may leave drivers or the Company vulnerable. In order to achieve this objective, the following procedures identify both Management and Driver duties and responsibilities as well as detailing the checks and control measures required to manage the assessed risk. Commitment to and compliance with these is essential to the continuing prevention of unnecessary driving-related incidents.

Responsibilities

The Fleet Manager will ensure that all Company vehicle operations are covered by the legal requirements pertaining to insurance, road fund licensing, MOT licensing, servicing and maintenance agreements and inspections, as well as to ensure, through consultation where appropriate, that the vehicles are fit for purpose.

The Safety Co-ordinator is to ensure that vehicles undergo daily and weekly driver checks, commensurate to their level of usage and that this information is recorded. The Safety Co-ordinator will carry out unplanned and random checks of company vehicles during the course of carrying out other duties when visiting sites or when technicians visit Head Office.

The Fleet Manager will also carry out a programme of checks of all vehicles during the course of his duties and visits to sites.

Drivers are responsible for the day-to-day care and maintenance of the vehicle and are not to drive any vehicle if it is found to be defective or loaded dangerously and likely to put any driver, passenger, other road user or pedestrian at risk. Drivers are also required to be familiar with and comply with the General Rules below.

MANAGING WORK RELATED ROAD SAFETY

To manage road risk effectively, the following management rules are to be applied to ensure effective compliance with the Company's legislative duty of care and insurance terms and conditions:

- Drivers of company vehicles must be over 21 years of age.
- Drivers of company vehicles must have held a full driving licence for a period of no less than 3 years.
- All Driving licenses must be physically inspected by a Senior Manager at least once per year to ensure penalty points are not excessive. A photocopy of the licence (Part 2) is to be taken on each inspection and retained in drivers' personnel files.
- Special considerations may need to be made by the insurance company for drivers who have a history of drink/drugs related driving convictions. The General Manager will make the ultimate decision as to whether such a driver may continue in his duties, carry out other duties where this is viable or be considered for a rehabilitation programme, based on his/her work record and history and commitment to their job and the company. As driving is a specified skill required of technicians, inability to carry out this function due to loss of licence or long-term medication may ultimately result in dismissal, following failure to meet or impracticality of following one or all of these options.
- No person may drive a vehicle for the company if that person is, or may be suspected of, being under the influence of drugs (prescribed or non-prescribed) or alcohol.
- Prior to driving for the company, drivers are to undertake a medical examination/provide a fitness certificate from their GP.
- Drivers who have been prescribed glasses for driving are to ensure that they are worn when undertaking driving duties.
- Any person, who may be required to drive on company business and is being treated for a medical condition or is taking prescribed drugs, must report such to the Business Manager as soon as it is known to them.
- Drivers must undergo a driving evaluation prior to driving a company vehicle, in order to determine their suitability and fitness to drive the required vehicle. This evaluation will be undertaken by the Safety Co-ordinator.
- Drivers must undergo initial and subsequent regular refresher training on company vehicles, to include:
 - Vehicle Familiarisation:
 - Vehicle handbook
 - Controls
 - Head restraint adjustment
 - Seat positioning
 - Tyre pressures
 - Seat belts, passenger management
 - Operation
 - Height and Width
 - Maximum Gross Weight
 - Vehicle Safety Checks
 - Safe Loading and Unloading Techniques
 - Load Distribution and Security
 - Vehicle Security
 - Parking and Reversing Skills
 - Breakdown, Recovery and Vehicle Accident Procedures
 - Highway Code

VEHICLE AND WORK EQUIPMENT PROCEDURES

- All drivers are required to drive in a safe and considerate manner, obeying all relevant and applicable road safety legislation and with respect for other road users.
- Drivers are responsible for the safety of themselves and any authorised passengers carried in the vehicle.
- All drivers must be appropriately qualified and trained to drive the class of vehicle they are using.
- Seat belts should be installed for the driver and all passenger seats and worn at all times.
- Passengers can only be carried in accordance with the vehicle manufacturers design specification – a seat for everyone and only one person per seat.
- Only company personnel may travel in company vehicles. Others may be carried in the company vehicle only with the written permission of the Managing Director or Operations Director.
- Drivers must only use mobile phones in accordance with the Company Policy whilst a vehicle is in motion.
- All drivers should take adequate rest breaks when driving, especially on long distance trips, to ensure they do not suffer fatigue, or become overly tired.
- All vehicles owned or operated by Mercia Securities Ltd must be subject to routine examination to confirm continued road / operational worthiness. All maintenance procedures, equipment and replacement parts must be suitable for use on the vehicle in question.
- Wherever driving is undertaken as part of Mercia Securities Ltd's activities, we will work with clients, contractors and others to promote the use of safe practices and equipment, including safe road transport infrastructure.
- Vehicles must not carry more than 25 kg or 25 litres total or combined for any hazardous substances. Any doubts or concerns in this instance must be addressed immediately to the Safety Co-ordinator. In any case, a Material Safety Data (MSDS) and COSHH Assessment should be carried for any hazardous substances kept or loaded on the vehicle.
- As a company driver you are required to take certain steps to ensure your own safety, the safety of any passengers and the safety of all other road users. You are responsible for the safety of the vehicle and it's load at all times, and therefore you should take notice of the following:
 - You are obliged to carry out and complete daily / weekly safety checks to ensure road worthiness as appropriate to the vehicle type.
 - All loads must be checked for safety and security before a vehicle is driven
 - Never leave the vehicle unattended with keys in or the doors unlocked; lost keys must be reported immediately
 - Do not leave valuables in the vehicle
 - Give careful consideration to effects of driver fatigue taking regular rests whenever possible. The Business Manager will arrange working schedules taking into account drivers who have been busy with overnight emergency calls, to ensure that adequate rest is allowed
 - Under no circumstances are drivers to exceed 10 hours driving in any one-day period
 - Breaks of 15 minutes must be taken after every 2 hours of driving
 - You are required to inform your Manager when any defects are found and when a vehicle is due for a routine service
 - only passengers who are employed by the company are allowed to be carried in any vehicle or others with the written permission of the Business Manager or General Manager
 - You must comply with the Mobile Communications Policy at all times

- Drivers are responsible for paying any tolls and congestion charges. Accessing a congestion zone is to be notified immediately to Head Office
- Bear in mind that driver failure to follow all the Company procedures may impact on the ability of the Company to continue to operate

Road Traffic Accidents

All drivers must be fully conversant with the Accident Reporting Procedures. In the event of an accident these must be adhered to.

Vehicle Breakdown

In the event of a vehicle breakdown refer to the Breakdown Procedure. Ensure that safety is priority, switch on hazard warning lights and if you are unable to move the vehicle from a dangerous position, evacuate to a safe location, away from traffic.

Vehicle and Safety Checks:

- The items listed on Annex A to these procedures are to be checked on a frequency as indicated and as required.
- Annex B is also to be completed on taking responsibility for the vehicle and any changes of driver to be recorded as indicated.
- All drivers are to be aware that when they take responsibility for a vehicle, they become responsible for its condition and load and are to therefore ensure that the vehicle is safe throughout any journeys undertaken, so far as is reasonably practicable.
- The vehicle is to be loaded in a safe manner as to ensure that all items are secure both internally and externally.
- The driver is responsible for any breaches of Road Traffic Law, e.g. speeding etc. that the Company may be informed of during the period of signature.
- Drivers are to immediately report any vehicle defects or deficiencies that may affect safety to the Safety Co-ordinator or General Business Manager.
- Damage or loss of the vehicle due to negligence may result in disciplinary action being taken against those responsible.

Work Equipment Checks:

- The items listed on Annex B to these procedures are considered by the General Manager to constitute the requirements for carrying out most work.
- Annex B is to be completed on each change of driver, whose responsibility it is to ensure the work equipment is secured in or on the vehicle.
- It is the Safety Co-ordinator's responsibility to ensure that any specialist or additional work equipment required for a task is provided. In the event that it is supplied from Company resources, the equipment(s) will be temporarily added to the list on Annex B. Deficiencies are to be reported immediately to the Safety Co-ordinator.
- It is the driver's responsibility to ensure that, having been provided the equipment(s), that it/they are in a safe condition prior to use, by visual inspection and where practical, operational test.
- Defective equipment is not to be used and must be reported immediately to the Safety Co-ordinator.
- Only equipment provided by the Company or an authorised source is to be used to carry out work.
- Under no circumstances are tools or equipment belonging to customers or other contractors to be borrowed or used.

Loss or damage to equipment through negligence or unsafe use of equipment or tools may result in disciplinary action being taken against those responsible.

ANNEX A VEHICLE MANAGEMENT PROCEDURES

VEHICLE CHECK LIST

Vehicle Registration:.....

Vehicle Make & Model:.....

Please complete using a BLACK PEN and print the answers. Fill in all the boxes.
To be completed WEEKLY and checked by Manager on 1st working day of each month. Any faults or deficiencies must be reported **IMMEDIATELY** to the Manager.

Item	Good	Defective	Comment
Steering			
Handbrake			
Footbrake			
Oil			
Water/Coolant			
Hydraulic Fluid			
Washers/Wipers			
Transmission			
Lights (Side and Main)			
Lights (Hazard)			
Bodywork			
Seat Belts			
Interior			
First Aid Box			
Fire Extinguisher			
Tax Disc			

Tyres	Front				
	Rear				
	Spare				

Wheel Check Dates (Weekly)	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5

Action Required/Driver Observations:

Date	Driver's Name	Driver's Signature

Date	Manager's Name	Manager's Signature

Management Decision:	Completed Date(s)	Signature

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ACCIDENT, INCIDENT AND NEAR MISS REPORTING, RECORDING AND INVESTIGATION

MANAGEMENT PROCEDURES: REPORTING AND RECORDING

There are a number of reasons why it is essential that all accidents/incidents are recorded and where applicable reported. These include:-

- a) Legal requirements to report certain injuries and dangerous occurrences to the Health and Safety Executive –HSE- under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2002 (RIDDOR)
- b) Insurance company requirements to notify them and keep details of potential future claims.
- c) Department of Social Security requirements to keep details of all accidents in the workplace
- d) Company and legislative requirements to fully investigate each incident in order to prevent recurrences
- e) Company requirement to assist in monitoring health and safety performance.

Therefore accidents and incidents should be recorded on the company's accident form for all accidents and near misses, no matter how trivial and for accidents which have involved lost time or damage to property or equipment.

The following sub sections give detailed guidance on what action should be taken depending on both the nature of the incident and the person who has been injured. Additional guidance can also be found in the Health & Safety Executive's website – www.riddor.gov.uk – which details what to do, what is reportable and how soon it must be done. If details or the type of incident do not appear on this website, then it is not deemed as 'reportable' to the HSE, but must, nonetheless, be recorded and reported within the company and to a client or site manager if there was such an occurrence on premises other than those belonging to Mercia Securities Ltd.

Violence to staff

If a person is injured due to an act of violence sustained whilst at work, and as a result of the injuries the person is unable to work as normal then the incident should be classed as a work accident and actioned according to the degree of injuries and absence from work.

All Accidents and Incidents

All accidents/incidents which occur on premises under your control should be entered on a company accident form, no matter how trivial and irrespective of whether the injured person is an employee, self employed, contractor or authorised visitor.

Incidents Involving Members of the Public, Visitors and Unauthorised Visitors

If any member of the public or uninvited visitor is involved in an accident or is injured, details must be entered on a company accident form. The Business Manager is to be notified immediately, who in turn should inform the General Manager as soon as possible.

If the accident is such that the injured person has to be taken to hospital (by whatever means) the incident must be reported to the Health and Safety Executive by the quickest means (i.e. telephone) and confirmed within 10 days through the RIDDOR website.

Major Accidents and Fatal Accidents to Employees, Self Employed, Contractors & Authorised Visitors

A major injury is defined as:-

- Fracture other than to fingers, thumbs or toes.
- Amputations
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Chemical or hot metal burn to the eye or any penetrating injury to the eye.
- Electric shock or electric burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hour
- Any other injury leading to hypothermia, heat induced illness or unconsciousness; or requiring resuscitation or admittance to hospital for more than 24 hours.
- Unconsciousness caused by asphyxia or exposure to a harmful substance or biological agents.
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin.
- Acute illness requiring medical treatment where there is reason to believe this resulted from exposure to a biological agent or its toxins or infected material

The manager/operative should:

- a) **Manager/Operative:** Inform Safety Co-ordinator immediately.
- b) **Manager:** Inform the Business Manager immediately; NB Under RIDDOR a fatality/major injury must be reported to the HSE by the quickest possible means (i.e. telephone). The Head of HR will do this on your behalf, which is why it is important to contact them urgently.
- c) **Manager:** If the injured person is a contractor, inform their employers of the accident.

- d) **Manager/Supervisor/Operative:** Complete the company's accident report form and inform the Safety Co-ordinator.
- e) The Safety Manager will complete report on the RIDDOR website and submit this with a copy to the Director of Safety.
- f) **Manager/Supervisor/Operative:** Inform the principal contractor if applicable.

**Accidents Resulting in Absence for more than 3 days of Employees
(Including days which would not normally be working days)**

Any accident resulting in necessary absence from work for **more** than 3 days, but not included in the major injury category listed above, the site manager/Safety Co-ordinator should:

- a) Complete report on the RIDDOR website within the required 10 days and submit this and ensure it is copied to the General Manager.
- b) Inform the Principal Contractor or site manager if applicable.

**Accidents to Contractors resulting in absence from work for more than 3 days
(including days which would not normally be working days)**

If a contractor's employee is injured and off-site treatment is required, then the site manager/supervisor may not be aware that the contractor has been absent for more than 3 days. The duty under RIDDOR is for the employer of the injured employee to report the accident, not the main or principal contractor. In such a situation the manager/supervisor should:-

- a) Contact Head Office and complete a company accident form.
- b) The manager/supervisor should indicate on this form if he feels a detailed investigation is required. Retain one copy on site.
- c) Head Office to send an e-mail or letter to the contractor company.
- d) Inform the principal contractor/site manager if applicable.

Industrial Diseases

There are a number of specified industrial diseases which are listed on the RIDDOR website and must be reported to the Health and Safety Executive. If such a situation is suspected, the Safety Co-ordinator should be contacted and you will be advised accordingly.

Dangerous Occurrences

There are a number of specified incidents which must be reported to the Health and Safety Executive "by the quickest practicable means". If an incident occurs which the site manager feels may be reportable, contact the Safety Co-ordinator and he will advise you accordingly.

The duty to report dangerous occurrences lies with the person in control of the premises or site i.e. The Principal Contractor. Again the Co-ordinator or Site Manager will fully brief you on this.

What Constitutes a Dangerous Occurrence?

The following incidents are a reportable dangerous occurrence

- a) The collapse of, or overturning of any load bearing part of lifts and lifting equipment
- b) Explosion, collapse or bursting of any closed vessel.
- c) Plant or equipment coming into contact with overhead power lines.
- d) Electrical short circuit or overload causing by fire or explosion
- e) Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion.
- f) Accidental release of a biological agent likely to cause severe human illness
- g) Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the exposure period.
- h) Malfunction of breathing apparatus while in use or during testing immediately before use.
- i) Failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent.
- j) Collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall.
- k) Unintended collision of a train with any vehicle.
- l) Dangerous occurrence at a well (other than a water well).
- m) Dangerous occurrence at a pipeline.
- n) A road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released.
- o) A dangerous substance being conveyed by road is involved in a fire or released.
- p) Unintended collapse of any building or structure under construction, alteration or demolition where over five tonnes of material falls; a wall or floor in a place of work; any false- work.
- q) Explosion or fire causing suspension of normal work over 24 hours
- r) Sudden uncontrolled release in a building of 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or 500 kg of these substances if the release is in the open air.
- s) Accidental release of any substances which may damage health.

Note: Additional categories of dangerous occurrences apply to mines, quarries, relevant transport systems (railways etc) and offshore workplaces.

INVESTIGATION PROCEDURES

Information obtained during investigations is given verbally, or provided in writing, or may be recorded through the use of video or photographic equipment. Written documentation should be gathered to provide evidence of policy or practice followed in the workplace, and witnesses should be talked to as soon as possible after the accident. The injured person should also be seen promptly.

Key points to note about investigations are:

- Events and issues under examination should not be prejudged by the investigator
- Total reliance should not be placed on any one sole source of evidence
- The value of witness statements is proportional to the amount of time that passes between the date of a statement or written record (Theorising by witnesses increases as memory decreases.)
- The first focus of the investigation should be on when, where, to whom and the outcome of the incident
- The second focus should be on how and why, giving the immediate cause of the injury or loss, and then the secondary or contributory causes
- The amount of detail required from the investigation will depend on a) the severity of the outcome and b) the use to be made of the investigation and report
- The report should be as short as possible, and as long as necessary for its purposes(s)

For all purposes, the report that emerges from the investigation must provide answers to the following questions. Only the amount of detail provided should vary in response to the different needs of the recipients.

- What was the immediate cause of the accident/injury/loss?
- What were the contributory causes?
- What is the necessary corrective action?
- What system changes are either necessary or desirable to prevent a recurrence?
- What reviews are needed of policies and procedures (e.g. risk assessments)?

It is not the task of the investigation report to allocate individual blame, although some discussion of this is almost inevitable. Reports are usually 'discoverable', this means they can be used by the parties in an action for damages or criminal charges. It is a sound policy to assume that accident investigation reports will be seen by solicitors and experts acting on behalf of the injured party.

They are entitled to see the factual report, and this will include anything written in it that might later prove embarrassing – so it should certainly not contain comments on the extent of blame attaching to those concerned, or advice given to management. It is appropriate, necessary and quite proper that professional advice is given, but it

should be should be provided in a covering letter or memorandum suitably marked 'Confidential'.

The Civil Procedure Rules introduced many changes in the discovery process, such that a wider range of documents may become 'discoverable' in civil claims.

Whether the report is made on a standard form or specially written, it should contain the following:

- A summary of what happened

- An introductory summary of events prior to the accident

- Information gained during investigation

- Details of witnesses

- Information gained during investigation

- Detail of witnesses

- Information about injury or loss sustained

- Conclusions

- Recommendations

- Supporting material (photographs, diagrams to clarify)

- The date, and be signed by the person or persons carrying out the investigation

EMPLOYEE PROCEDURES AND RESPONSIBILITIES

All employees are to report every accident, incident or near miss whilst at work, no matter how trivial. All such occurrences are to be reported as soon as possible and never left until the next day or following shift.

All reports must be made immediately to Head Office and in addition, if on a client's premises, to the client representative or site manager.

Whenever possible, following an accident, anything involved in that incident including tools, equipment, plant, vehicles, items of PPE, should be isolated (place smaller items in a plastic bag if possible) and retained for use in an investigation. Names and contact details of potential witnesses should also be recorded whenever possible. This all may be critical in helping identify the cause and subsequently prevent any recurrence.

SH-15

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

The Control of Substances Hazardous to Health Regulations 2002 imposes a duty on every employer to identify all substances in use and to assess the risk to their employees (and others) from the substance, taking into account the manner in which it is being used and the quantities involved.

Where there is extremely limited and irregular use of Hazardous Substances in Mercia Securities Ltd's operations, we still recognise our responsibilities under the regulations and have prepared for the eventuality that may arise. In addition, it is recognised that Mercia Securities Ltd are responsible for the health and safety of employees and will provide such information as may be required to advise employees as to when they may be exposed to harm as a result of other persons' actions or inactions.

"Substance Hazardous to Health" means any substance which is:-

- Listed in the current "CHIP" list and / or carrying a hazard warning symbol as shown below
- A substance with an occupational exposure limit; These are listed in HSE document EH40 entitled "Occupational Exposure Limits"
- A biological agent i.e. Leptospiroses
- Dust of any kind, when present in a substantial concentration
- Any other substance which has comparable hazards to peoples health

There are other hazardous substances, but because they have legislation specifically covering their use they are not covered by COSHH i.e. asbestos, lead and substances which are hazardous because they are radioactive, asphyxiates, at high pressure, at extremes of temperature, or are flammable or explosive.

Identification & Assessments

The risk associated with the use of the substance must be assessed by making a systematic review and asking:

- Which hazardous substance are we using? i.e. identify the hazardous substance
- What quantities of substance are involved?
- What form is the substance in? i.e. liquid, dust, solid, vapour
- How can it harm someone? i.e. by inhalation, by skin contact, by absorption through the skin, by ingestion
- Who could be exposed to the substance and for how long?
- Does the substance have to be used or can a non-hazardous or less hazardous substance be substituted?

In gathering this information reference may have to be made to the manufacturer's product data sheet **but** the data sheet **is not** a COSHH assessment. The company's COSHH Assessment Template document is at Annex A to this Procedure.

ANNEX A TO SH-15

Control Of Substances Hazardous To Health

COSHH ASSESSMENT

Name Of Assessor :	Review Date:	Assessment Reference No :
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Assessment Details :

Location :	
Description Of Work Being Done :	
The Work Routine / Non Routine	

Name Of Substance/Product/By-product	WEL	State (Solid, Liquid, Gas etc.)	Quantity	Classification

Inventory Materials Safety Data Sheet Attached Yes No

Assessment Of Exposure :						
Is there a chance that persons are being exposed to the substance(s) ?					YES	NO
What Is The Type And Level Of Exposure (High Medium Low None) <i>Insert Value</i>	Inhalation	Skin Contact	Eye Contact	Injection	Ingestion	Absorption
Duration Of Exposure : minutes / hours			Other (<i>Specify</i>)			
Frequency Of Exposure /Work : <i>Times Per Day* / Week* / Month* / Other*</i>						
Number Of Persons Exposed :		Directly		Indirectly		
Risk To Health:	Existing and potential exposures pose a SIGNIFICANT / INSIGNIFICANT* risk to health					
Existing Controls Applied :	Ventilation	Local Exhaust Ventilation		Respiratory Protective Equipment		
	Gloves/Goggles	Other Personal Protective Equipment (<i>Specify</i>)				
What are the potential health effects from the exposure identified above ?						

**Delete as applicable*

Controls Required/Applied :	✓	References / Details :	Assessment Of Adequacy : (Good / Adequate / Poor)
None			

Administrative			
Enclosure /Partial Enclosure			
Local Exhaust Ventilation			
General Ventilation			
Access Control & Signs			
Limit Time Of Exposure			
Limit Quantity Available			
Respiratory Protective Equipment(RPE)			
Personal Protective Equipment(PPE)			
Hygiene Measures			
Storage Measures			

Monitoring:	✓	References / Details :	Assessment Of Adequacy : (Provided / Required)
Occupational Health Surveillance			
Exposure Monitoring			
Other			

Information/Instruction/Training Requirements:	✓	References / Details :	Assessment Of Adequacy : (Provided / Required)
Operating Instructions			
Safety Data Sheet			
Labelling (Containers, Pipes,etc)			
Safe Method Of Work			
I/I/T For Supervisors			
I/I/T For Operators/Users			
I/I/T For Others			
Emergency Procedures			

Consideration Of Exposure Prevention / Substitution:
(Details of alternative processes/substances that have been considered to prevent/minimise use of Substance/Product)

Will the control measures secure adequate control of exposure	Yes	No	Unsure
--	-----	----	--------

Re-assessment of Adequacy Of Controls Applied
The risk to health through exposure is SIGNIFICANT / INSIGNIFICANT / CANNOT BE DETERMINED*

Next Review Date _____

Declaration :

I confirm that an adequate assessment of the hazardous substance(s) used within the work has been made.

Assessors Signature :

Date

Name (Print)

RISK ASSESSMENTS – MANAGEMENT PROCEDURE

Under the Management of Health and Safety at Work Regulations 1999, employers are required to undertake a risk assessment and record it where any risk is foreseeable and significant.

Mercia Securities Ltd has chosen to carry out a risk assessment for every task and record the findings. Croner's Method 2 has been selected as most suitable for recording the company's Risk Assessments and includes a Risk Magnitude Chart – Annex A to this procedure - to set a standard measure for identified and residual risks.

A Risk Assessment Template has been prepared and is to be used for the preparation of all Risk Assessments.

As identified in the risk Magnitude Chart, no work is to be undertaken unless scoring identifies the residual risk as:

- a. Negligible/Trivial or
- b. Acceptable

Mercia Securities Ltd will not accept the commencement of work where adequate control measures have not been fully implemented to mitigate the risk to an Acceptable or preferably a Trivial/Negligible level.

Responsibilities

It is the responsibility of the Safety Co-ordinator to prepare Risk Assessments for all tasks and projects as required. The General Manager will arrange for a review of these at least annually or on the following occasions, whichever is sooner:

- a. Following any incident relevant Risk Assessments will be reviewed
- b. Following changes to relevant legislation
- c. Following the introduction of new Codes of Practice or Industry Best Practice
- d. A change of procedure
- e. Introduction of new materials, equipment, tools or machinery

It is the responsibility of the General Manager to ensure that appropriate Risk Assessments are available, understandable and followed for each task undertaken prior to commencement of work and that this information is recorded on Clearance Certificates or other documentation required by clients. Any new hazards identified at any time must be controlled before work is allowed to proceed and this information is also to be recorded.

Any concerns by employees on the control of risks must be firstly and immediately addressed to the Safety Co-ordinator.

ANNEX A TO SH-16

EVALUATION OF THE MAGNITUDE OF RISK

C O N S E Q U E N C E S		LIKELIHOOD			
		1 Negligible	2 Unlikely	3 Likely	4 Probable
	1 No Effect	1	2	3	4
	2 Minor Injuries	2	4	6	8
	3 Major Injuries	3	6	9	12
	4 Fatalities	4	8	12	16

RISK = CONSEQUENCE X LIKELIHOOD

RISK LEVEL		
ACCEPTABLE		DO NOT START WORK
1-4 TRIVIAL		9-12 SUBSTANTIAL
5-8 ACCEPTABLE		13-16 INTOLERABLE

RISK LEVEL	ACTION
Trivial	No action required.
Acceptable	No further preventative action. Consideration should be given to more cost-effective solutions or improvements that impose no additional cost burden. Monitoring required ensuring that controls in place are properly maintained.
Substantial	Work shall not be started or continued until the risk has been reduced. Considerable resources may have to be allocated in order to reduce the risk.
Intolerable	Work shall not be started or continued until the risk level has been reduced to an acceptable risk level. Whilst the control measures selected should be cost-effective, legally there is an absolute duty to reduce the risk; this means that if it is not possible to reduce the risk even with unlimited resources, then the work must not be started or must remain prohibited

WASTE MANAGEMENT POLICY STATEMENT AND PROCEDURES

POLICY STATEMENT

Mercia Securities Ltd recognises its responsibilities under the Landfill (England & Wales) Regulations 2002 (as amended), the Special Waste Regulations 1996 (as amended) and the Environmental Protection (Duty of Care) Regulations 1990 (as amended) and the Waste Electrical and Electronic Equipment Regulations (WEEE) 2007.

Mercia Securities Ltd additionally recognises its Duty of Care to ensure that any agent they employ for the disposal of any waste is authorised and capable of disposing of all waste in accordance with the legislation.

The company undertakes to comply with these regulations and the Duty of Care imposed by them and ensure that all waste produced is managed accordingly.

In tandem with our Environmental Policy, the Waste Management Policy further undertakes to minimise waste through effective and efficient management procedures, including continuously making all employees aware of their responsibilities and encouraging the conservation of energy and minimisation of waste.

PROCEDURES

The ongoing changes in Waste Management Legislation impose increasing responsibilities and costs on producers of waste, particularly on industrial and commercial organisations.

Breaches of waste legislation can lead to extremely large fines that are related to the environmental impact of inappropriate disposal as well as being highly punitive.

All purchasing and other work activities should therefore be continuously reviewed in order to identify and implement improvements that reduce and minimise waste. This process in itself can lead to greater efficiency and cost saving.

According to the schedules of these regulations, the industrial and commercial wastes produced by all elements of the company are all to be managed appropriately.

The following procedures must therefore be implemented at every location, regardless of quantity and type of waste produced:

1. Arrangements are to be made to ensure the separate and safe storage of industrial/commercial and domestic waste.
2. The main components of this waste comprise
 - a. polycarbonate, concrete, bricks and aluminium/non-ferrous metals, all of which are identified in the schedules of the Landfill (England & Wales) Regulations as non-hazardous (providing they do not contain or are not mixed with other materials considered to be dangerous or hazardous)
 - b. electrical and electronic waste, identified in Annex E and detailed in the Waste Electrical and Electronic Equipment (WEEE) Regulations 2007 and must be disposed of in the prescribed manner and not mixed with other waste.

3. Fluorescent and LED lighting may be by-products of our activities and these are considered to be hazardous. They are defined in [Annex E](#) and require to be controlled and disposed of separately.
4. The Manager responsible for each task or project is to be aware of waste categorisation in order to ascertain that the waste produced by that task or project is appropriately declared to the agent contracted to collect and dispose of that waste or identified on a transfer note. Waste is categorised normally for appropriate direct disposal or pre-treatment and disposal, as per the list at [Annex A](#). For guidance purposes, Mercia Securities Ltd may be expected to produce waste from [Category 1](#), [Category 5](#) and [Category 6](#). These wastes cannot be mixed. This information is provided by the local authority and readily available through inquiry as well as at the time of application.
5. In addition, awareness must exist for the types of waste that are considered hazardous. Under no circumstances should hazardous waste be mixed with non-hazardous waste, this being the main consideration of the recent change to legislation. [Annex B](#) to this document lists the Codes and Chapters of the European Waste Catalogue which define nature and hazard of all waste. Once again, for guidance purposes, Mercia Securities Ltd would normally expect to produce waste as defined in Chapters 16, 17 and 20. It is only by ensuring that separation and identification of waste as identified within these Chapters, can waste management be effected. [Annex C](#), [Annex D](#) and [Annex E](#) list the contents of Chapters 16, 17 and 20 in order that materials and items can be identified as hazardous and that procedures can be implemented in order to prevent the mixing of hazardous and non-hazardous waste and the consequent problems resulting from this.
6. Contracts are to be agreed for the collection and disposal of these wastes only with approved, capable and authorised organisations. It is the waste producers' duty of care to ensure that the agent employed is capable of carrying out this function. This can be ascertained through contact with the local Environment Agency office.
7. Separate arrangements are to be made to ensure that any hazardous waste is, as identified in [Annex C](#), [D](#) or [E](#), is disposed of in accordance with legislation. Local authorities can give advice and guidance on this matter.
8. The company is to maintain a copy of all Waste Transfer Notes and schedules of waste collections resulting from contracts and individual special or additional collections, for the collection and disposal of waste. These documents are auditable both for internal purposes and by the Environment Agency as well as Local Authorities.
9. A Waste Carrier's Licence from the Environmental Agency is required, as all waste is removed by technicians from site to authorised waste storage and landfill locations and its responsible disposal is the responsibility of Mercia Securities Ltd.
10. Particular attention is required to the Waste Electrical and Electronic Equipment Regulations.
11. Mercia Securities Ltd recognises its Duty of Care with regards to contracted waste disposal and will carry out a Duty of Care Visit to any companies contracted to dispose of waste at least annually and monitor the disposal of its waste to ensure that it is done so in accordance with legislation and in a responsible manner.

Any concerns must be quickly addressed, either through the local authorities, the Environment Agency or the Director of Safety and before the inadvertent and incorrect/illegal disposal of waste.

ANNEX A

Standard Waste Categories:

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(These are the Categories used by Local Authorities; they may not be mixed for the purpose of disposal)

CATEGORY 1 – General dry non-hazardous industrial waste (e.g., from manufacturing, warehousing, etc)

CATEGORY 2 – General dry non-hazardous commercial waste (e.g. from retailing, shops, hotels, offices, etc)

CATEGORY 3 – Food waste

CATEGORY 4 – Clinical waste

CATEGORY 5 – Scrap metal

CATEGORY 6 – Mixed inert non-hazardous construction/demolition waste

CATEGORY 7 – Liquid waste from Cesspool/Septic Tank

Chapters of the list of Wastes as Coded by the European Waste Catalogue

- 01-** Wastes resulting from exploration, mining, quarrying, physical and chemical treatment of minerals
- 02-** Wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing, food preparation and processing
- 03-** Wastes from wood processing and the production of panels and furniture, pulp, paper and cardboard
- 04-** Wastes from the leather, fur and textile industries
- 05-** Wastes from petroleum refining, natural gas purification and pyrolytic treatment of coal
- 06-** Wastes from inorganic chemical processes
- 07-** Wastes from organic chemical processes
- *08-** Wastes from the manufacture, formulation, supply and use (MFSU) of coatings (paints, varnishes and vitreous enamels), adhesives, sealants and printing inks
- 09-** Wastes from the photographic industry
- 10-** Wastes from thermal processes
- 11-** Wastes from chemical surface treatment and coating of metals and other materials; non-ferrous hydro-metallurgy
- *12-** Wastes from shaping and physical and mechanical surface treatment of metals and plastics
- 13-** Oil wastes and wastes of liquid fuels (except edible oils, 05 and 12)
- 14-** Waste organic solvents, refrigerants and propellants (except 07 and 08)
- 15-** Waste packaging; absorbents, wiping cloths, filter materials and protective clothing not otherwise specified
- 16- Wastes not otherwise specified in the list**
- *17- Construction and demolition wastes (including excavated soil from contaminated sites)**
- 18-** Wastes from human or animal health care and/or related research (except kitchen and restaurant wastes not arising from immediate health care)
- 19-** Wastes from waste management facilities, off-site waste water treatment plants and the preparation of water intended for human consumption and water for industrial use
- 20- Municipal wastes (household waste and similar commercial, industrial and institutional wastes) including separately collected fractions**

Chapter 16 : WASTES NOT OTHERWISE SPECIFIED IN OTHER CHAPTERS

(Note: All items marked with an asterisk (*) are deemed hazardous.)

- 16 01 End-of-life vehicles from different means of transport (including off-road machinery) and wastes from dismantling of end-of-life vehicles and vehicle maintenance (except 13, 14, 16 06 and 16 08)
- 16 01 03 end-of-life tyres
- 16 01 04*** end-of-life vehicles
- 16 01 06 end-of-life vehicles, containing neither liquids nor other hazardous components
- 16 01 07*** oil filters
- 16 01 08*** components containing mercury
- 16 01 09*** components containing PCBs
- 16 01 10*** explosive components (for example air bags)
- 16 01 11*** brake pads containing asbestos
- 16 01 12 brake pads other than those mentioned in 16 01 11
- 16 01 13*** brake fluids
- 16 01 14*** antifreeze fluids containing dangerous substances
- 16 01 15 antifreeze fluids other than those mentioned in 16 01 14
- 16 01 16 tanks for liquefied gas
- 16 01 17 ferrous metal
- *16 01 18 non-ferrous metal
- *16 01 19 plastic
- *16 01 20 glass
- 16 01 21* hazardous components other than those mentioned in 16 01 07 to 16 01 11 and 16 01 13 and 16 01 14
- 16 01 22 components not otherwise specified
- 16 01 99 wastes not otherwise specified
- *16 02 wastes from electrical and electronic equipment
- 16 02 09* transformers and capacitors containing PCBs
- 16 02 10* discarded equipment containing or contaminated by PCBs other than those mentioned in 16 02 09
- 16 02 11* discarded equipment containing chlorofluorocarbons, HCFC, HFC
- 16 02 12*** discarded equipment containing free asbestos
- 16 02 13* discarded equipment containing hazardous components (2) other than those mentioned in 16 02 09 to 16 02 12
- 16 02 14 discarded equipment other than those mentioned in 16 02 09 to 16 02 13
- 16 02 15* hazardous components removed from discarded equipment
- 16 02 16 components removed from discarded equipment other than those mentioned in 16 02 15
- 16 03 off-specification batches and unused products
- 16 03 03* inorganic wastes containing dangerous substances
- 16 03 04 inorganic wastes other than those mentioned in 16 03 03
- 16 03 05* organic wastes containing dangerous substances
- 16 03 06 organic wastes other than those mentioned in 16 03 05
- 16 04 waste explosives
- 16 04 01* waste ammunition
- 16 04 02* fireworks wastes
- 16 04 03* other waste explosives
- 16 05 gases in pressure containers and discarded chemicals
- 16 05 04*** gases in pressure containers (including halons) containing dangerous substances
- 16 05 05 gases in pressure containers other than those mentioned in 16 05 04
- 16 05 06* laboratory chemicals, consisting of or containing dangerous substances, including mixtures of laboratory chemicals

16 05 07* discarded inorganic chemicals consisting of or containing dangerous substances

16 05 08* discarded organic chemicals consisting of or containing dangerous substances

16 05 09 discarded chemicals other than those mentioned in 16 05 06, 16 05 07 or 16 05 08

16 06 batteries and accumulators

16 06 01* lead batteries

16 06 02* Ni-Cd batteries

16 06 03* mercury-containing batteries

16 06 04 alkaline batteries (except 16 06 03)

16 06 05 other batteries and accumulators

16 06 06* separately collected electrolyte from batteries and accumulators

16 07 wastes from transport tank, storage tank and barrel cleaning (except 05 and 13)

16 07 08* wastes containing oil

16 07 09* wastes containing other dangerous substances

16 07 99 wastes not otherwise specified

16 08 spent catalysts

16 08 01 spent catalysts containing gold, silver, rhenium, rhodium, palladium, iridium or platinum (except 16 08 07)

16 08 02* spent catalysts containing dangerous transition metals (3) or dangerous transition metal compounds

16 08 03 spent catalysts containing transition metals or transition metal compounds not otherwise specified

16 08 04 spent fluid catalytic cracking catalysts (except 16 08 07)

16 08 05* spent catalysts containing phosphoric acid

16 08 06* spent liquids used as catalysts

16 08 07* spent catalysts contaminated with dangerous substances

16 09 oxidising substances

16 09 01* permanganates, for example potassium permanganate

16 09 02* chromates, for example potassium chromate, potassium or sodium dichromate

16 09 03* peroxides, for example hydrogen peroxide

16 09 04* oxidising substances, not otherwise specified

16 10 aqueous liquid wastes destined for off-site treatment

16 10 01* aqueous liquid wastes containing dangerous substances

16 10 02 aqueous liquid wastes other than those mentioned in 16 10 01

16 10 03* aqueous concentrates containing dangerous substances

16 10 04 aqueous concentrates other than those mentioned in 16 10 03

16 11 waste linings and refractories

16 11 01* carbon-based linings and refractories from metallurgical processes containing dangerous substances

16 11 02 carbon-based linings and refractories from metallurgical processes others than those mentioned in 16 11 01

16 11 03* other linings and refractories from metallurgical processes containing dangerous substances

16 11 04 other linings and refractories from metallurgical processes other than those mentioned in 16 11 03

16 11 05* linings and refractories from non-metallurgical processes containing dangerous substances

16 11 06 linings and refractories from non-metallurgical processes others than those mentioned in 16 11 05

(Note: All items marked with an asterisk (*) are deemed hazardous.)

Chapter 17: CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)

- 17 01 concrete, bricks, tiles and ceramics
 - 17 01 01 concrete
 - 17 01 02 bricks
 - 17 01 03 tiles and ceramics
 - 17 01 06*** mixtures of, or separate fractions of concrete, bricks, tiles and ceramics containing dangerous substances
 - 17 01 07 mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
- 17 02 wood, glass and plastic
 - 17 02 01 wood
 - 17 02 02 glass
 - 17 02 03 plastic
 - 17 02 04*** glass, plastic and wood containing or contaminated with dangerous substances
- 17 03 bituminous mixtures, coal tar and tarred products
 - 17 03 01*** bituminous mixtures containing coal tar
 - 17 03 02 bituminous mixtures other than those mentioned in 17 03 01
 - 17 03 03*** coal tar and tarred products
- 17 04 metals (including their alloys)
 - 17 04 01 copper, bronze, brass
 - 17 04 02 aluminium
 - 17 04 03 lead
 - 17 04 04 zinc
 - 17 04 05 iron and steel
 - 17 04 06 tin
 - 17 04 07 mixed metals
 - 17 04 09*** metal waste contaminated with dangerous substances
 - 17 04 10* cables containing oil, coal tar and other dangerous substances
 - 17 04 11 cables other than those mentioned in 17 04 10
- 17 05 soil (including excavated soil from contaminated sites), stones and dredging spoil
 - 17 05 03* soil and stones containing dangerous substances
 - 17 05 04 soil and stones other than those mentioned in 17 05 03
 - 17 05 05* dredging spoil containing dangerous substances
 - 17 05 06 dredging spoil other than those mentioned in 17 05 05
 - 17 05 07* track ballast containing dangerous substances
 - 17 05 08 track ballast other than those mentioned in 17 05 07
- 17 06 insulation materials and asbestos-containing construction materials
 - 17 06 01*** insulation materials containing asbestos
 - 17 06 03*** other insulation materials consisting of or containing dangerous substances
 - 17 06 04 insulation materials other than those mentioned in 17 06 01 and 17 06 03
 - 17 06 05*** construction materials containing asbestos (7)
- 17 08 gypsum-based construction material
 - 17 08 01*** gypsum-based construction materials contaminated with dangerous substances
 - 17 08 02 gypsum-based construction materials other than those mentioned in 17 08 01
- 17 09 other construction and demolition wastes
 - 17 09 01* construction and demolition wastes containing mercury
 - 17 09 02*** construction and demolition wastes containing PCB (for example PCB-containing sealants, PCB-containing resin-based floorings, PCB-containing sealed glazing units, PCB-containing capacitors)

17 09 03* other construction and demolition wastes (including mixed wastes) containing dangerous substances
17 09 04 mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03

Chapter 20: MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS

(Note: All items marked with an asterisk (*) are deemed hazardous.)

- 20 01 separately collected fractions (except 15 01)
- 20 01 01 paper and cardboard
- 20 01 02 glass
- 20 01 08 biodegradable kitchen and canteen waste
- 20 01 10 clothes
- 20 01 11 textiles
- 20 01 13*** solvents
- 20 01 14*** acids
- 20 01 15*** alkalines
- 20 01 17* photo chemicals
- 20 01 19*** pesticides
- 20 01 21*** fluorescent tubes and other mercury-containing waste
- 20 01 23*** discarded equipment containing chlorofluorocarbons
- 20 01 25 edible oil and fat
- 20 01 26*** oil and fat other than those mentioned in 20 01 25
- 20 01 27*** paint, inks, adhesives and resins containing dangerous substances
- 20 01 28 paint, inks, adhesives and resins other than those mentioned in 20 01 27
- 20 01 29*** detergents containing dangerous substances
- 20 01 30 detergents other than those mentioned in 20 01 29
- 20 01 31* cytotoxic and cytostatic medicines
- 20 01 32 medicines other than those mentioned in 20 01 31
- 20 01 33*** batteries and accumulators included in 16 06 01, 16 06 02 or 16 06 03 and unsorted batteries and accumulators containing these batteries
- 20 01 34 batteries and accumulators other than those mentioned in 20 01 33
- 20 01 35* discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components (6)
- 20 01 36 discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35
- 20 01 37*** wood containing dangerous substances
- 20 01 38 wood other than that mentioned in 20 01 37
- 20 01 39 plastics
- 20 01 40 metals
- 20 01 41 wastes from chimney sweeping
- 20 01 99 other fractions not otherwise specified
- 20 02 garden and park wastes (including cemetery waste)
- 20 02 01 biodegradable waste
- 20 02 02 soil and stones
- 20 02 03 other non-biodegradable wastes
- 20 03 other municipal wastes
- 20 03 01 mixed municipal waste
- 20 03 02 waste from markets
- 20 03 03 street-cleaning residues
- 20 03 04 septic tank sludge
- 20 03 06 waste from sewage cleaning
- 20 03 07 bulky waste
- 20 03 99 municipal wastes not otherwise specified

Print Name:

I have been issued with and understand the contents of the company's Health & Safety Manual.

Signed:

Dated