

	<b>Convey Bros</b>	<b>Date: 8th January 2021</b>
	<b>Health &amp; Safety</b>	<b>Issue: 20</b>
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# HEALTH & SAFETY POLICY

Stephen, Christine, Sheila, Paul and Simon Convey – Trading as **Convey Bros**

**Head Office:** 14 Hadrian Court  
 Team Valley Trading Estate  
 Gateshead  
 Tyne & Wear  
 NE11 0XW

<b>Prepared By:</b>	<b>S Burn Dip.RSA CMIOSH MIIRSM</b>	<b>Date: 8th January 2021</b>	<b>Revision</b>
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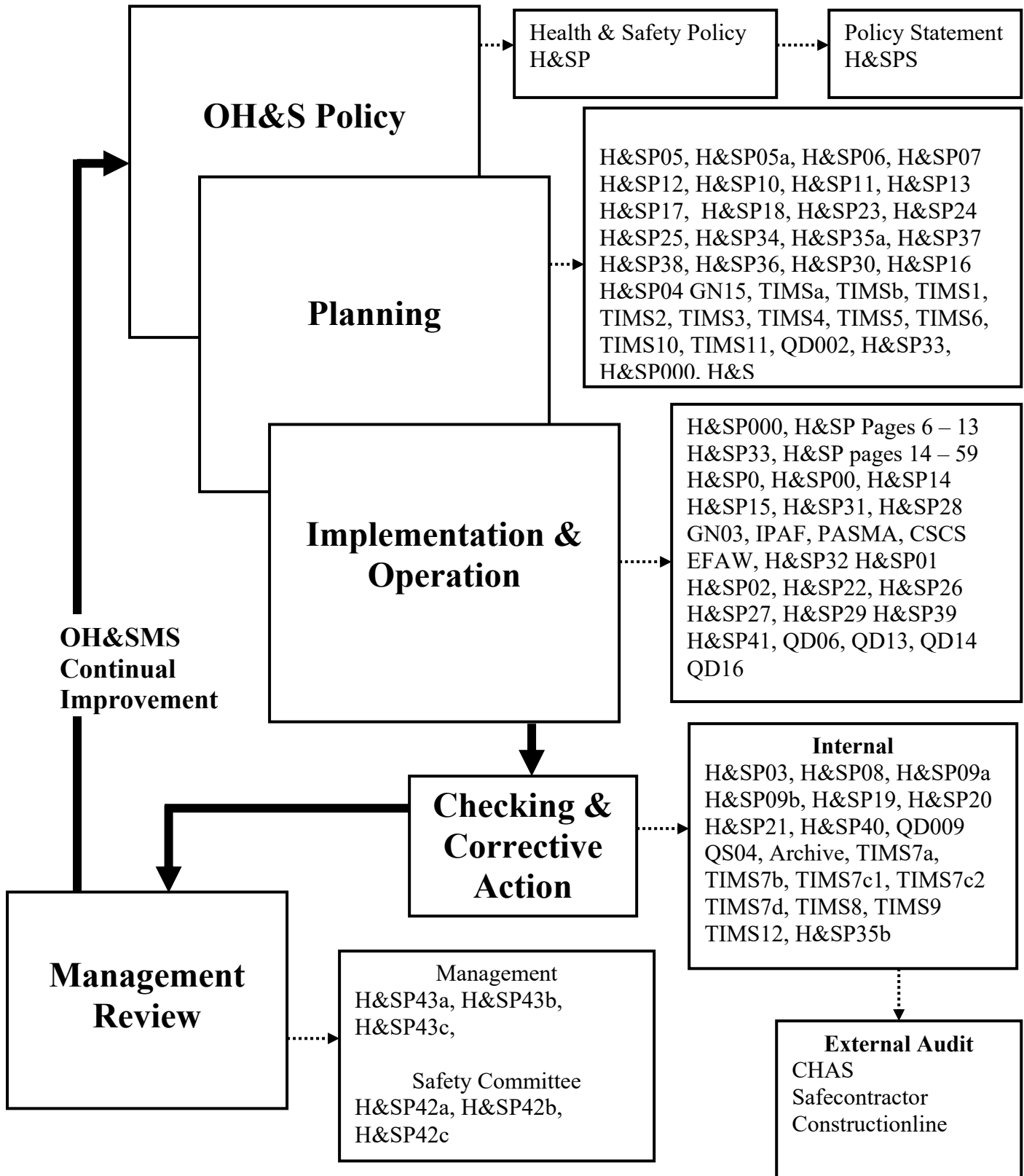
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**Health & Safety Overview. (H&SP0)**



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**H&S Controlled Documents.** To assist the company to implement this policy the following **register of controlled documents (H&SP00)** will be used. Copies are either provided at induction or are available for inspection from the office on request.

Document	Document Name
H&S	Register Of Health & Safety Legislation
H&SP	Health & Safety Policy
H&SPS	Health & Safety Policy Statement
H&SP0	OH&S Management System Overview
H&SP00	Register of Health & Safety Documentation
H&SP000	Organisational Chart
H&SP01	Weekly Van Equipment Inspection Checklist
H&SP02	Equipment Interim Inspection Book.
H&SP03	Weekly Accident Statistic Wall Chart
H&SP04	Employees Information Manual
H&SP05	Risk Assessments/Method Statements
H&SP05a	Safe System of Work - Method Statement
H&SP06	COSHH Assessment
H&SP07	Manual Handling of Loads: Assessment
H&SP08	Incident/Accident Investigation Report
H&SP09a	Office Inspection Report
H&SP09b	Office Inspection Report – Preventative Actions.
H&SP10	Fire Safety Checklist
H&SP11	Fire Risk Assessment
H&SP12	Display Screen Assessment
H&SP13	Approved-Contractors Questionnaire
H&SP14	Staff Onsite Training Form
H&SP15	Induction Training
H&SP16	Company Training Matrix
H&SP17	Onsite hazard Identification Form
H&SP18	Job specific risk assessment & working at height selection of access equipment.
H&SP19	Internal Safety Audit
H&SP20	Internal Onsite Safety Audit
H&SP21	Internal Safety Audit Schedule
H&SP22	Van Tank Filling Procedure.
H&SP23	Identified Onsite Hazard Control Form
H&SP24	High-Risk Permit To Work.
H&SP25	Emergency Response Plan
H&SP26	Water Treatment Plant Operation Procedure
H&SP27	Water Treatment Plant Maintenance Procedures
H&SP28	Supervisor Training
H&SP29	Emergency Asbestos procedure
H&SP30	Identification Of Asbestos
H&SP31	Tool Box Talks Manual & Attendance & Validation Form.
H&SP32	PPE Issued Record Sheet
H&SP33	Responsibility For Registers, Records & Statutory Documents
H&SP34	Stress Risk Assessment.
H&SP35a	Stress Awareness Questionnaire.
H&SP35b	Stress Results Analysis
H&SP36	Corporate Responsibility Policy
H&SP37	Risk assessments/method statements daily cleaning
H&SP38	Young Person Risk Assessment
H&SP39	Mobile Tower Inspection Checklist
H&SP40	Risk Assessment Audit Process & Checklist
H&SP41	Thorough Examination of LOLER Equipment
H&SP42a	Safety Committee Agenda
H&SP42b	Safety Committee Minutes
H&SP42c	Safety Committee Actions
H&SP43a	Management Review Agenda
H&SP43b	Management Review Minutes
H&SP43c	Management Review Objectives
QD002	Document Control Procedure
QD009	Internal Audit Procedure
QS04	Non-conformance Report – Preventative Actions
QD06	Cleaning Process
QD13	Generic Window Cleaning Method Statement.
QD14	Reach And Wash System Procedure
QD16	PFK20 Internal Window Cleaning Procedure.
GN15	VEHICLE SERVICE & MOT RECORD

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## **HEALTH & SAFETY POLICY STATEMENT**

### **General Statement:**

It is the policy of Convey Bros that all work activities are carried out in accordance with the **Health & Safety at Work etc. Act 1974** and all current health & safety legislation and approved codes of practice. This statement recognises the obligations placed upon the Company by “The Act” and accepts our responsibilities towards our employees and those who may be affected by our work activities. The organisation will collect and use personal data to ensure the health, safety and welfare of its staff and others. The Company is also committed to providing safe and healthy working conditions this is of prime importance to prevent the risk to health, safety and welfare of our employees, interested parties and other persons that may be affected.

### **Organisation:**

The partners of the company have overall responsibility for ensuring that this policy is implemented and that adequate resources are allocated. The company will employ a Health & Safety Manager to provide expert knowledge and guidance to assist the company in achieving and maintaining legal compliance.

The company will ensure that all employees are fully aware of their individual responsibilities for health and safety. We will encourage and expect all employees to take a pro-active role to assist and participate in the improvement of our health & safety performance. We will encourage suggestions from all employees on how work activities could be improved. The company recognises that this safety policy cannot be successful without the active participation of all members of staff and the content of the policy must be observed at all times.

### **Arrangements:**

The company will conduct all work activities and develop safe working procedures in order to:

- Control health and safety risks arising from our work activities using a hierarchy of control.
- Consult with our employees on matters affecting health & safety.
- Provide all necessary information, instruction and supervision for our employees.
- Ensure all employees are competent to do their tasks safely and are given adequate training.
- Provide and maintain safe plant and work equipment.
- Ensure safe handling & use of substances.
- Prevent accidents and cases of work related ill health.
- Maintain safe & healthy working conditions.
- Review and revise this policy as necessary and at regular intervals.

This policy is supported by our organisational arrangements, instructions and procedures and is to be applied to all activities carried out by Convey Bros. As part of our ongoing pro-active approach to health & safety management, the Company is committed to a process of continuous improvement to enhance the organisation’s OHS performance, this will enable our systems to be reviewed at regular intervals to ensure they continue to reflect the true nature of the work activities being carried out. This policy and any amendments will be communicated to all employees.

Our policy/documents will have prescribed responsibilities for all managers/supervisors to ensure clarity and effective supervision with regards to health & safety management.

Signed: Stephen John Convey



Partner – Convey Bros

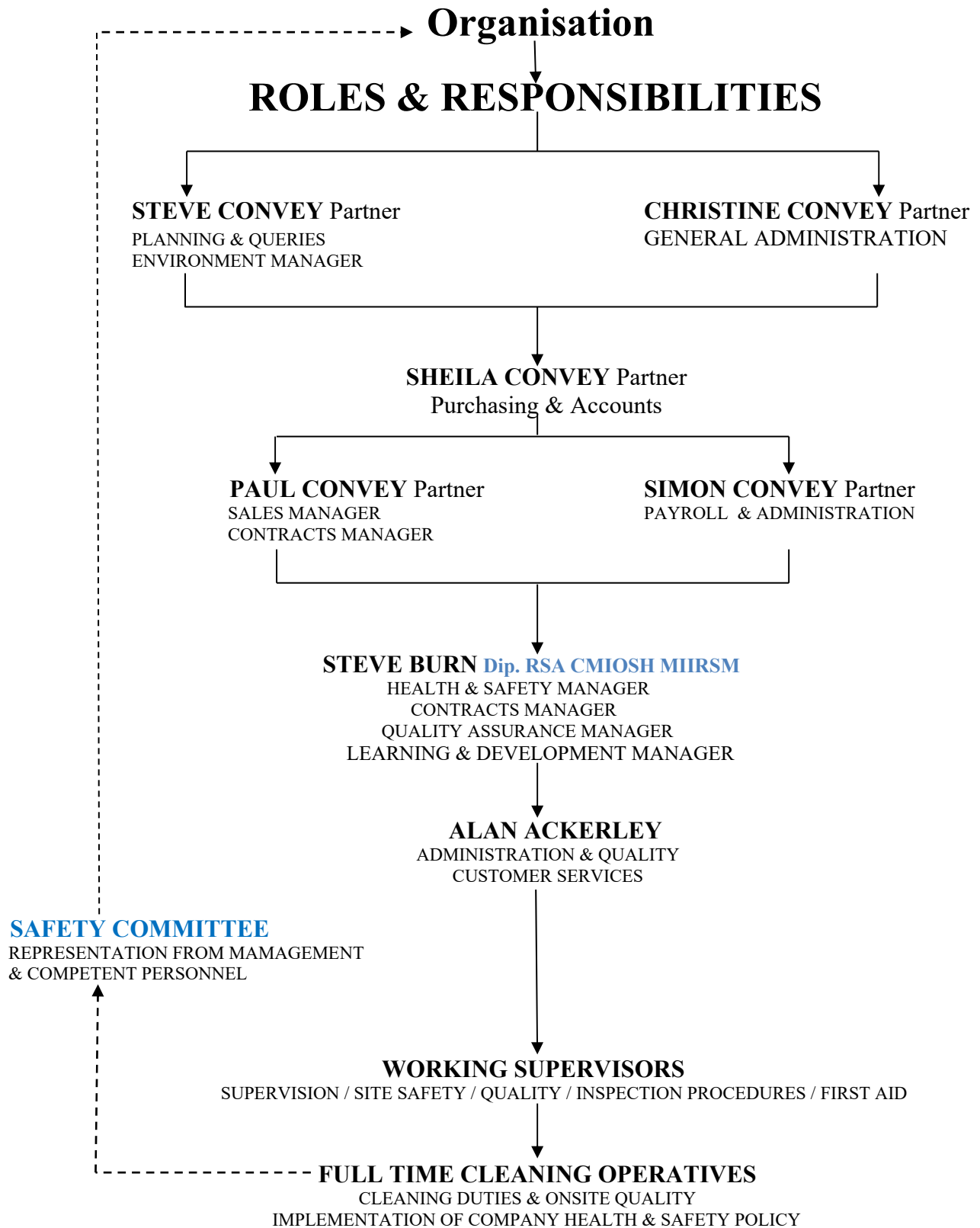
Date of signature: 8<sup>th</sup> January 2021

**Review Date: January 2022**

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**Partners:**

Stephen and Christine Convey, Sheila, Paul and Simon Convey the Partners of the company delegate responsibility to competent personnel as outlined in the company roles and responsibilities but accept final and overall responsibility for the health, safety and welfare of all employees while they are carrying out business activities, this is extended to all others who may be affected by these activities.

**Convey Bros Partners have the responsibility and will pay special regard to: -**

- a) Providing adequate control of health & safety risks arising from our work activities.
- b) The provision of equipment, which is in a safe condition and well maintained.
- c) Providing training/instruction, information and supervision to ensure safe methods of working and to ensure all staff are competent.
- d) The health, safety and welfare of Convey Bros personnel.
- e) Safe handling & use of substances.
- f) The health & safety of clients, client’s employees and anyone who may be affected by our company’s activities while working on clients premises.
- g) Observation of all requirements of ‘The Act’ and any requirements of current health & safety regulations.
- h) Creating an attitude of awareness in employees regarding safety at work.
- i) Work to prevent accidents and cases of work related ill health.
- j) Investigation of every accident or dangerous occurrence that caused or may have caused injury and to make any necessary recommendations.
- k) Ensure all warning notices required by law are displayed promptly.
- l) Ensure the supervisor and employees are fully aware and understand the clients safety rules whilst working at their premises.
- m) Regular liaison (weekly interval) between Convey Bros management and supervisors regarding the health, safety & welfare of employees.
- n) Regular consultation with the company safety committee (three monthly frequencies) to review and monitor safety procedures and make recommendations to management. Committee made up off designated competent personnel.
- o) The maintenance of a file on health & safety regulations and information.
- p) Obtaining confirmation in writing from any sub-contractor that they will always employ personnel who are fully competent and who will work in a manner complying with health & safety regulations.
- q) Site inspections and the carrying out of risk assessments and method statements to formulate safe systems of work.
- r) Liaison with clients to ensure that any electrically operated cradle or access equipment is regularly inspected serviced and weight tested and that the appropriate certificates are issued. Implementation of the company quality policy.

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## Roles & Responsibilities

### **Stephen Convey:** (Partner)

**Safety:** Responsible for the allocation of adequate resources for health & safety issues and to ensure all staff know what is required of them under this policy. Ensure he is aware of current health & safety standards and how they may affect the company. Continually confirm the company's commitment to health & safety issues through his every day role and his interaction with the health & safety manager & staff. Allocate special health & safety responsibilities to competent personnel and review performance when appropriate. Develop health & safety strategy and set objectives for health & safety. He is the appointed emergency response plan Commander, with overall responsibility for the coordination & implementation of the plan in an emergency.

**Planning:** Responsible for the day to day running of the company, assigns the work to the supervisors that have to be carried out each week ensuring all employees are covered by adequate supervision. He arranges for delivery of all specialised equipment needed to carry out the work including all relevant documentation and liaises between the supervisor, Hire Company and customer to ensure the smooth running of the task.

**Queries:** Responsible for all incoming queries regarding work specification, ordering of supplies/equipment and complaints. If necessary he will delegate the responsibility to answer the query to various employees depending upon the type of information required and will at all times oversee the procedures to ensure the results are satisfactory.

**Grievances:** Responsible through company procedure to all employees who have a grievance and has direct contact with employees to allow them the opportunity to air their grievances. All grievances will be taken very seriously and will be viewed sympathetically. The matter will be dealt without prejudice in a fair manner.

**Development:** Stephen Convey is foremost in the development of the company. He searches and introduces new products or methods, which enable the company to provide an improved service to our customers.

**Sales:** He oversees the sales team to ensure the company is promoted in the correct manner and growth achieved. This includes identifying and targeting areas of weakness and implementing improvement procedures as necessary.

### **The Health and Safety (Consultation with Employees) Regulations 1996 (as amended)**

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**Company Safety Committee:** Appointed Competent Personnel. (H&SP04: Page 8).

The elected/selected group of employees will be known as “Safety Committee” the committee is made up of appointed competent personnel drawn from management and all aspects of the work force. The criteria for their appointment were based upon the years of experience they have carrying out all aspects of window cleaning, their skill and knowledge of the job they carry out on a day-to-day basis, the position they hold in the company and the qualifications they have achieved.

The committee will meet a minimum of once every 3 months. Through these meetings management will consult with the elected group of employees on health and safety issues. The safety committee will make improvement recommendations to management, monitor and review all aspects of health, safety & welfare policy, including risk assessment and method statements. They will discuss accident reports, inspection of equipment and maintenance procedures. They will monitor the implementation of external audit recommendations regarding health & safety.

Management will also consult directly with employees on health & safety issues, through induction training, meetings and letter, notice boards and toolbox talks.

**Health & Safety Manager:** Steve Burn.

The Health & Safety manager is responsible for the provision of health & safety advice, to all departments of the company. To maintain his competence he will undertake continuing professional development (CPD) on all health & safety matters.

Ensures the health & safety policy is brought to the attention of all employees during induction training.

Through the provision of information, health & safety training and job specific training, ensures as far as reasonably practicable the full implementation of the company health & safety policy.

Liaise with clients & hold consultation meetings.

He will identify individual & organisational training & development needs. He will monitor all staff to ensure they are trained to the required standard in all aspects of cleaning and the use of all access equipment and that this training is kept up to date.

He will ensure all employees receive the relevant health and safety information and instruction and that all equipment undergoes first use inspection.

A weekly inspection checklist is also completed and full maintenance program carried out and recorded.

The health & safety manager will monitor the implementation of the health & safety policy including risk assessments, method statements, COSHH assessments, manual handling assessments and review them when necessary.

He will conduct workplace inspections and safety audits, toolbox talks and manage statutory inspections/investigations.

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The health & safety manager will carry out accident investigation and reporting. He will implement RIDDOR requirements and ensure all relevant health & safety legislation is adhered to and he will maintain records.

The health & safety manager will act as the company quality manager with the responsibility for the implementation and maintenance of the companies ISO 9001-2008 registration.

**Regional Sales Manager:** Paul Convey (Partner).

**Safety:** Responsible for customer development to assigned regions. Ensure he understands the company's health & safety policy. Has adequate knowledge of HASAWA 1974. Carry's out site meetings and onsite quotations, risk assessments, method statements and will liaise between the supervisor and customer and will carry out spot inspections of completed work. He is an appointed emergency response plan Coordinator, with the responsibility for the implementation of the plan in an emergency.

Responsible for the monitoring of the implementation of the company's quality control procedures.

**Office Administrators:** Alan Ackerley / Christine Convey (Partner).

**Administration:** Day to day office administration.

Responsible for the raising of orders, printing, producing work plans, ordering of equipment, hiring and off hiring of access equipment.

**Quality:** Responsible for implementation of quality control procedures for customer satisfaction and working with supervisors to maintain and improve quality.

**Invoicing:** Responsible for the issuing of invoices and answering customer queries regarding invoices.

**Personnel Officer:** Simon Convey (Partner). / Sheila Convey (Partner).

**Personnel/Payroll:** Records all relevant personal information relevant to the employees employment, including all training details.

Also responsible for keeping all relevant records up to date and the implementation of all payroll requirements, including queries.

**Supervisors:** Their roles and responsibilities.

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**Supervision:** Supervision of employees must be provided and a safe system of work established during all aspects and stages of the work being carried out.

**Training:** To provide suitable and sufficient instruction to all employees as are necessary and training in basic window cleaning techniques. To carry out onsite training of all employees for the purpose of health & safety in basic window cleaning techniques, manual handling of equipment and the use of personal protection equipment.

**Health & Safety:** Implementation of company health & safety policy for work being carried out onsite. He must ensure all employees comply with and all work is carried out as instructed in the company health & safety policy and associated risk assessments and method statements. As the nominated competent person he should identify onsite hazards and implement control measures to eliminate or adequately control the risk associated with the hazard. Bring to the employee's attention all the customers site rules, safety policies and emergency procedures. Ensure the employee who is to carry out a task is fully trained to do the work. Before work begins the supervisor must check that the employee has carried out an onsite risk assessment and first use inspected all work equipment and that the employee is confident he can carry out the work safely.

**Inspection:** All equipment must be inspected on first use. Also on a weekly bases an equipment checklist will be completed to identify what replacements are required or repairs necessary. Any equipment failing inspection will be removed from use.

**Accident reporting:** The supervisor has the responsibility to report all accidents and any RIDDOR reportable incidents immediately to the client and his company health & safety manager. To have the accident recorded in the relevant accident books and the incident investigated.

**Quality:** Responsible for implementation of quality control procedures.  
Responsible for the inspection of completed work.  
Ensure the cleaning specification is correct and completed to the customer's satisfaction.  
Report any access problems or health & safety problems to Convey Bros management.

**Maintenance:** They must ensure all their work equipment is maintained in a satisfactory condition, ensure their vehicle is not overloaded and carries a fire extinguisher and first aid kit. Any vehicle maintenance that is required will be reported to Convey Bros.

**First Aid:** All supervisors are trained in the administering of emergency first aid.

They are responsible for the administering of emergency first aid where required.  
Then notifying the emergency services.  
They must ensure the van is fully equipped with a first aid kit and inspect this kit on weekly bases.  
Ordering replacement items when necessary.

The supervisor will take responsibility for his own health & safety and that of all other persons who may be affected by his actions.

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**Window Cleaners:** Carry out cleaning duties to the standard required by the company.

Responsible for the implementation of the company health & safety policy, ensuring they work within all current health & safety legislation. Report anything to their supervisor that in their opinion contravenes their health & safety and the health & safety of others. Responsible for implementation of quality control procedures.

**All employees of Convey Bros face the following responsibility whilst at work: -**

- a) Their own health & safety at work including the health & safety of other employees and any other person who may be affected by their acts or omissions.
- b) To co-operate with their supervisor and management on all matters of health & safety at work and bring to their attention any (identified hazards) work situation which they consider to be a serious and imminent danger to health & safety and any shortcoming in the employers protection arrangements for health & safety.
- c) Every employee shall inform their employer or any other employee of that employer with specific responsibility for the health & safety of his fellow employees of the said hazards & shortcomings.
- d) They must not interfere with or misuse anything provided for the purpose of health & safety.
- e) They will use all machinery, equipment, substances, transport equipment, means of production or safety device provided to him by the company, in accordance with the instructions that have been given and the training in the use of the equipment concerned which has been received by him.
- f) Report all accidents or dangerous occurrences to Convey Bros management as soon as possible, even if there is no obvious danger.
- g) Ensure they are aware of, observe and comply with all the customers' site rules, regulations, fire procedures, emergency procedures and evacuation procedures, both verbal and written.
- h) Never allow the use of or personally use any defective work equipment or PPE.
- i) Never leave equipment lying about in dangerous positions causing obstructions, fire or trip hazards. Equipment not in use should be stored in the correct accommodation provided.
- j) Never use any equipment or machinery unless you are trained in its use or attempt to make any repairs.
- k) Never allow equipment to get into a dirty condition (this could hide any faults) or poor state of repair. Store equipment in its correct accommodation.
- l) If any special materials or substances are to be used, ensure all work is carried out as instructed in the control of substances hazardous to health assessment (COSHH). Ensure all the people who may be affected by their use is made aware and that they have copies of the COSHH assessments. Make sure that there are no drips, spills or runs as these may cause damage to property or people.
- m) Do not block fire exits or obstruct fire extinguishers or hose reel points or use extinguishers to prop open doors.
- n) Ensure that trailing ropes from cradle equipment are contained within areas marked off by warning signs.
- o) Do not change a method of working without reference to management.
- p) Do not indulge in practical jokes, these could prove a danger.
- q) Set a high standard of personal hygiene.
- r) Attend for training & instruction **when required** and make sure they are acquainted with the company health & safety statement.
- s) Responsible for implementation of company quality control procedures.

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- t) Always use the personal protection equipment (PPE) which is provided free of charge at all times when it is identified as necessary in risk assessments/method statements or when you feel it is necessary or you are instructed to do so.
- u) Make suggestions to the supervisor/management if you feel a safer working practice can be carried out.
- v) Any employee failing in his responsibilities will be disciplined.

Any infringement of the Health & Safety At Work Act 1974 or any other current health & safety legislation may render you to prosecution in the courts by the Health & Safety Executive.

## **Overview-Health & Safety Responsibilities**

Overall Responsibilities – Stephen and Christine Convey, Sheila, Paul and Simon Convey – Partners  
 Competent Advice & Health & Safety Management – Steve Burn – Health & Safety Manager  
 Inspection/Maintenance Site Based Work Equipment – Van Supervisor  
 Inspection/Maintenance Office Based Work Equipment – Kevin Gardner – Supervisor  
 Portable Electrical Equipment – inspection/testing - Steve Burn – Health & Safety Manager  
 Fire & Emergency Procedures - Emergency Scene Commander – Stephen Convey  
 Site Fire Safety Issues – Van Supervisor  
 Risk Assessments – Area Manager  
 Onsite Hazard Identification/Reporting – Van Supervisor  
 COSHH Assessments - Health & Safety Manager  
 Manual Handling Assessments - Health & Safety Manager  
 Recording Of Incidents/Accidents – Van Supervisor  
 Reporting/Investigating Of RIDDOR - Health & Safety Manager  
 Office Inspection Reports/Audits - Health & Safety Manager  
 Display Screen Assessment - Health & Safety Manager  
 Induction Training - Health & Safety Manager  
 Onsite training – Van Supervisor  
 Specialised Training - Health & Safety Manager  
 First – Aid – Van Supervisor  
 First – Aid – Training - Health & Safety Manager

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## **ARRANGEMENTS SECTION**

Familiarity breeds contempt. Never relax your vigilance on a job, make safety second nature and a habit to stick to. These rules are in addition to any laid down by clients whilst on their premises.

**Falls from height contribute to the largest group of accidents at work. Bear this in mind considering our type of business: - WINDOW CLEANING.**

- a) All work must be carried out as instructed in the company risk assessments, method statements (H&SP05), job specific risk assessment & working at height selection of access equipment (H&SP18) manual handling assessments (H&SP07) control of substances hazardous to health assessments (H&SP06) and where required our high risk working at height permit (H&SP24) in a manner that conforms to current health & safety legislation.
- b) Do not clean or attempt to clean any glazing that is cracked, broken or damaged in anyway.
- c) Do not wear unsuitable footwear; wear the provided safety shoes when necessary.
- b) Be wary when walking upon wet surfaces.
- c) Never work above hand height without the suitable safety & access equipment.
- d) Before using any equipment i.e. ladders, full body safety harness, cradles, hoists, scaffold, cherry pickers, reach & wash system or any other equipment necessary for your work, check for defects or wear. Report any faults immediately to the supervisor, who in turn must report to Convey Bros.
- e) Do not use any equipment that is identified as faulty.

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## **IMPLEMENTATION OF HEALTH & SAFETY POLICY:**

### **Planning:**

All work will be planned as explained in the ISO-9001-2008 Quality Manual Procedure QD04. With the required health & safety procedures and documentation as identified in the health & safety overview (H&SP0) to enable the work to be carried out safely.

### **IMPLEMENTATION:**

- 1) Health & Safety Manager to carry out review of safety policy.
- 2) Policy will then go before the safety committee for suggestions/changes/additions.
- 3) For final approval the company partners will amend the policy if required and authorise the policy for distribution as the latest Issue or Review.
- 4) Every member of staff during his induction will have our company health & safety policy explained to them identifying their obligations and the company's responsibilities regarding health & safety.
- 5) An up to date copy of the policy is kept in all vehicles as a reference for the future.
- 6) A copy of the latest issue & revision of the policy, will be displayed in the office.
- 7) A working supervisor accompanies each group of workers. He has the responsibility to ensure all work is carried out in a safe manner, in accordance with health & safety policy.
- 8) All work will be carried out as instructed in QD06 cleaning process & H&SP05 risk assessments & method statement, which are included in our (H&SP04) employee information manual.
- 9) A copy of our employee information manual is provided within all vans as an onsite reference.
- 10) Any work, which in the opinion of the supervisor or employee contravenes our health & safety policy or safety guidelines will be recorded on (H&SP17) & will not be carried out. The supervisor will report to the safety manager who will take action to rectify the situation before the work recommences (H&SP23). Any changes made will be included in the review of the safety policy.
- 11) Our sales managers have regular meetings with their supervisors to discuss health & safety. They also conduct site visits to assess safe working methods. They liaise with our customers to ensure work is carried out safely and amend work procedures where required and present any feedback to the safety manager for consideration.
- 12) The company safety committee will meet once every 3 months to discuss health & safety to determine if any of our procedures need to be amended.
- 13) The company health & safety policy will be reviewed when appropriate in light of the feedback from customers, our middle & top management, supervisors, Internal & external audits & safety committee to see if any changes or amendments are required as the working environment and technology in the workplace are constantly changing.

**There are four types of window cleaning procedures carried out by Convey Bros operatives, a procedure for using scrim cloths, a procedure for cleaning using applicators & squeegees, a procedure for using PFK20 Kit and one procedure for accessing & cleaning using the reach & wash system.** These procedures are contained in the generic window cleaning method statement (QD13) the reach & wash system method statement (QD14) and the PFK20 Internal window cleaning procedure (QD16).

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## Generic Window Cleaning Method Statement.

**(QD13) (H&SP04: Page 18).**

**Workwear/PPE to be worn:** Convey Bros blue workwear with logo, Safety shoes, light eye protection, hard hat and ear defenders where identified as necessary, high visibility jacket/vest when carrying out external window cleaning.

**Introduction:** The following method statement covers the process of cleaning windows, which are hand height. It is assumed that the window cleaner is standing safely upon the floor and does not require any access equipment.

**The risks associated with fragile roof/surfaces and a fall from height will be controlled, through the completion & implementation of selection of access equipment assessments & risk assessments.**

Any furniture, obstructions or work/office equipment that restricts the access to a window must be removed to allow safe access for cleaning to take place. If safe access cannot be provided these windows will be deemed inaccessible and will not be cleaned.

**If any type of access equipment is required a separate risk assessment / method statement will be provided for that equipment.**

### 1) To clean windows containing medium / large windowpanes.

**Equipment:** Applicator, squeegee, scrim cloths, bucket, water and hand dishwashing detergent.

**Method Statement:** Half fill only a bucket with warm water. Pour in the recommended amount of the hand dishwashing detergent. Immerse an applicator in the solution and wash windows with applicator. Remove the dirty water with a squeegee. Wipe the edges of the cleaned window with a scrim cloth. Mop up all residues from the internal windowsills; dry any floor surface where water may have dripped.

### 2) To clean windows containing small windowpanes.

**Equipment:** Scrim cloths, bucket, water and hand dishwashing detergent.

**Method Statement:** Half fill only a bucket with warm water and add the required amount of detergent. Rinse one scrim cloth in the water and squeeze out excess water. Wash and clean windows with scrim cloth. Dry and polish window with dry clean scrim cloth; dry any floor surface where water may have dripped.

**A COSHH assessment is available for the hand dishwashing detergent to be added to the water to aid cleaning.**

Where external access is restricted and the windows have to be cleaned using the Reach & Wash System, a separate method statement will be provided to explain the safe use of this type of window cleaning equipment. (Ref: QD14).

Where internal access is restricted and the windows have to be cleaned using the PFK20 cleaning kit, a separate method statement will be provided to explain the safe use of this type of window cleaning equipment. (Ref: QD16).

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## **The Reach & Wash System Method Statement.**

**(QD14) (H&SP04: Page 21-22).**

**Do not carryout any manual handling operation using the reach & wash water-fed poles, if you have an injury or any physical problem that will prevent you carrying out the operation safely.**

Vehicle can be parked up to 300 foot away from the area to be cleaned.

**Assess the risks involved with carrying out your work and take the appropriate action.**

Pay special regard to the wind conditions; know your limitations if the wind is gusting do not use the extension poles.

If the temperature is 4° or below or where there is a risk of the water freezing, do not clean windows where the water may fall onto pavement or entrance/exit areas. This may cause pedestrians to slip and fall. Carry salt in the vehicles and use where necessary for the use/purpose of preventing a slip due to ice formation.

Before beginning work ensure you know the customers fire procedures.

Cone off the vehicle & the working area to prevent any unauthorised people or vehicle entering the working area.

While setting up the equipment and during work do not obstruct entrances or emergency exits with the waterfed pole or hosepipes.

Danger signs will be displayed to the front and rear, outlining the possible trip hazard.

Supply pipes will not be laid in any position that may cause a trip hazard.

Only trained operators to use the Reach & Wash System.

All water-fed poles 10CCF, 20CCF, 35CCF, Multi-pole, Grafter 17 Grafter 28, Glyder 24, Glyder 30, Glyder 40 and Swift 65 are to be extended vertically, by unlocking the top section & pushing it up & relocking the top section, ensuring fingers are kept away from the locking mechanism, repeat for all sections.

To lower, unlock the bottom section while holding the section above and push the bottom section up; ensuring fingers are kept away from the locking mechanism, relock the section. Repeat for all sections.

To begin cleaning the water-supply pipe is then connected to the pole valve.

Pure water is pumped from the vehicle water tank up the pole through the supply pipes.

The window cleaner will position one hand on the base of the pole and one hand 1m up the pole to obtain the correct balance then lift up the pole keeping a straight back. The technique for cleaning is one of an upwards and downward motion to agitate and loosen soiling, followed by a side to side motion working from the top downward in order to rinse away the loosened soiling.

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In practice however an understanding of the chemistry of the operation is necessary in order to attain satisfactory cleaning results especially for the initial clean and possibly for one or two subsequent cleans. Water is known too most as H<sub>2</sub>O however, in its pre-treated form, water is in fact much more than just H<sub>2</sub>O as it contains many other chemicals and minerals. When water is processed through the Reach & Wash water treatment system all chemical and mineral content is filtered out to produce 100% pure water. Pure water has a strong desire to return to its former impure state, when applied to any surface pure water rapidly imports all impurities it comes across. If sufficient pure water is applied, all impurities can be flushed away and the remaining mineral free water will dry leaving a clean, sterile and spot free finish. Nooks and crannies in window frames can harbour years of dirt and detergent build up. When washed, dirt and detergent residue within the frames will be diluted and driven further into the frames, only to drain out over the glass once the washing has finished and the window is left to dry. At this point, dirt and detergent residue from the frames will be left on the glass leaving a predictably poor finish to the glazing. Armed with this knowledge initial window cleaning with The Reach & Wash System must be carried out in the following manor if acceptable results are to be achieved;

Set the water to flow through the brush. With a side-to-side motion followed by short up and down strokes across the top frame, followed once more by side-to-side motions thoroughly wash the top frame and the top 8-10 inches of glass. If detergent is present bubbles will appear, continue until soap bubbles subside. Using upward & downward motion then wash the remainder of the window including the side frames once only, sufficient to remove visible soiling. Continue in this manor around the whole building. Prolonged washing at this stage will achieve little, as capillary action will only drain soil/detergent from the frames once washing has ceased. Once the windows have dried, wash the windows for a second time, but this time wash the glass without wetting the frames. Once again set the water to flow through the brush. Place the brush on the glass at the bottom left or right hand side of the window, then steadily raise the brush towards the top of the glass, doing so will ensure that the bristles curl downward underneath the brush head. As the brush reaches the top slow the motion and stop just short of the top frame by a margin of 1-2 inches (with practice a closer tolerance can be achieved). Then, taking care not to wet the top frame move the brush horizontally along the top of the glass to the opposite side of the window, move the brush down the window slightly and repeat the sideways motion to the opposite side. Repeat this side-to-side movement moving steadily down the window until the window has been completely rinsed. Continue until all the windows have been washed in this way.

Following the initial clean it is usual to be able to clean the frames & glazing at the same time once only with the best results being achieved with the water going through the brush head. Set the water over the spray nozzle for cladding, signage or when water conservation is required.

When cleaning is complete ensure you are not leaving a slip hazard behind (mop up excess water) replace all equipment into vehicle, remove cones & signage.

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**PFK20 Window Cleaning kit.**

**(QD16) (H&SP04: Page 23).**

**Introduction:** The following method statement covers the process of cleaning internal windows/partition glass in difficult to reach areas or where the use of excessive water needs to be prevented.

*“Such as staircase windows, handrail glass, windows with desks/computers in front, Velux windows, windows containing bars/grills, etc”.*

It is assumed that the window cleaner is standing safely upon the floor or safe area and does not require any work at height access equipment. If any type of work at height access equipment is required for a specific task, a separate risk assessment / method statement will be provided for that equipment, with the required PPE identified.

The risks associated with fragile roof/surfaces and a fall from height will be controlled, through the completion & implementation of selection of access equipment assessments & risk assessments.

Any furniture, obstructions or work/office equipment that restricts the access to the windows/glass for extension poles use, must be removed to allow safe access for cleaning to take place. If safe access cannot be provided these windows will be deemed inaccessible and will not be cleaned.

**Method Statement: To clean the internal surface of all windows/glass and windowsills or where the use of excessive water needs to be prevented.**

From floor level, attach PHH20 swivel head pad holder via AFAET thread adaptor to an optiloc or teleplus extension pole.

If there is a risk of dropping the pole from height, such as from a staircase, the window cleaner will attach the extension pole to his belt via a SLO10 lasso attachment.

Attach PHW20 washing micro fibre pad to the swivel head pad holder via the Velcro backing. Using de-ionised water from a sprayer bottle lightly spray the micro fibre pad with de-ionised water. If any water is spilled during spraying of the micro fibre pad, mop up using scrim cloth to prevent slip hazard.

Wash the window and windowsill with the micro fibre pad.

Remove the micro fibre pad from the swivel head pad.

Attach PHP20 micro fibre pad to the swivel head pad holder via the Velcro backing.

Buff window and windowsill with PHP20 micro fibre pad to remove streaking and to shine window.

Repeat process for all windows/glass.

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## The Work at Height Regulations 2005 (as amended)

### Company policy for safe working at height:

**The overall principle is to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury.**

Convey Bros will follow procedure H&SP18 Job specific risk assessment & working at height selection of access equipment. This assessment is carried out, where working from height cannot be eliminated to ensure the most suitable access equipment is selected for the task to be carried out from height.

### Accessing External Windows

#### Hierarchy for safe work at height:

- 1) **Avoid** the risk by not working at height, where it is reasonably practicable not to do so.
- 2) **Prevent** falls, where it is not reasonably practicable to avoid working from height. By risk assessment & introducing protective & preventative measures including choosing the right access equipment.
- 3) **Mitigate** the consequences of a fall. Where a risk of people or objects falling still remains take steps to minimise the distance & the consequences of such falls. This also involves the selection & use of work equipment.

At all stages we will give collective protective measures (e.g. guardrails, nets, airbags etc). Over Personal Protective Equipment (e.g. Safety harnesses).

#### Within this framework we will:

- a) Follow the hierarchy for safe working at height.
- b) Assess the risks to decide how to access areas & work safely.
- c) Plan & organise work taking into account weather conditions & possibility of emergencies.
- d) Ensure all employees are trained & competent to carry out the work from height.
- e) Make use of suitable & appropriate access & work equipment.
- f) Manage the risks from working on or around fragile surfaces & from falling objects.
- g) Inspect & maintain all work equipment.

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**Convey Bros: Hierarchy for safe external work at height: (H&SP18).**

a) Ground floor windows.

Hand height windows use applicators & squeegees or scrim cloths. As instructed in our Generic window cleaning method statement (QD13).

Windows above hand height level use applicators & squeegees attached to extension poles. As instructed in the risk assessment/method statement (H&SP04 pages 53-57).

Windows above hand height level unsuitable for pole work. Access the windows using a single point ladder with rubber point block & non-slip rubber feet. As instructed in the risk assessment/method statement (H&SP04 pages 79-89). Or stepladders (H&SP04 Pages 103-112). Clean the windows using applicators & squeegees or scrim cloths. As instructed in our Generic window cleaning method statement (QD13).

b) First floor windows.

Carry out the work from existing access provision (gantries, walkways etc) using applicators & squeegees. As instructed in our Generic window cleaning method statement (QD13). Where this is not possible.

Access the windows & carryout the work using the reach & wash system. As instructed in the risk assessment/method statement (H&SP04 pages 121 -132). Where the design of the windows & quality performance does not permit this.

Access & carryout the work from inside of the building, using full body harness & lanyard attached to a safety eyebolt. As instructed in the risk assessment/method statement (H&SP04 pages 58-71 & H&SP04 72-78). Where the access provision, lack of safety eyebolts or design of the windows does not permit this.

Access the work using a MEWPS (mobile elevating work platform system). (scissors & booms). As instructed in the risk assessment/method statement (H&SP04 pages 94-102). (static booms). As instructed in the risk assessment/method statement (H&SP04 pages 149-159). (static TRUCK MOUNT booms). As instructed in the risk assessment/method statement (H&SP04 pages 133-142). Where the cost & or access provision does not permit this.

Access the windows via a Boss Scaffold 1450/850-ladder span alloy access system. As instructed in the risk assessment/method statement (H&SP04 pages 31-40). Where the cost & or access provision does not permit this.

We will use an extension ladder for access as a last resort if it is safe to do so (**Ground & First Floors Only**) & the work is of a short duration. As instructed in the risk assessment/method statement (H&SP04 pages 79-89).

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c) All windows second floor and above.

Carry out the work from existing access provision (gantries, walkways etc) using applicators & squeegees. As instructed in our Generic window cleaning method statement (QD13). Where this is not possible.

Access the windows & carryout the work using the reach & wash system. (Second, third, floors ONLY) (Or forth/fifth floor using the SWIFT65 water-fed poles). As instructed in the risk assessment/method statement (H&SP04 pages 121-132). Where the access provision or design of the windows does not permit this.

Access & carryout the work from inside of the building, using full body harness & the appropriate lanyard attached to a safety eyebolt. As instructed in the risk assessment/method statement (H&SP04 pages 58-71 & H&SP04 72-78) where the access provision, lack of safety eyebolts or design of the windows does not permit this.

Carryout the work using a provided cradle rig. As instructed in the method statement (H&SP04 pages 47-52). (or site specific cradle assessment) Where this is not provided.

Access the work using a MEWPS (mobile elevating work platform system). (scissors & booms). As instructed in the risk assessment/method statement (H&SP04 pages 94-102). (static booms). As instructed in the risk assessment/method statement (H&SP04 pages 149-159). (static TRUCK MOUNT booms). As instructed in the risk assessment/method statement (H&SP04 pages 133-142). If this is not possible due to the access provision.

Access the windows via a Boss Scaffold 1450/850-ladder span alloy access system. As instructed in the method statement (H&SP04 pages 31-40). Where the access provision and the height of the building allows.

## FRAGILE ROOFS:

Safe access will be included in procedure H&SP18 to non-fragile & fragile roof areas.

No person may pass over or walk upon a fragile roof unless roof boards are used or a competent person makes the area safe. If this is not possible **do not** attempt to carry out the work. Report the situation to the supervisor who will in turn inform the customer and Convey Bros management to have the situation rectified. An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while working at height. (If in doubt seek advice)

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The Provision and Use of Work Equipment Regulations 1998 (As amended) & The Lifting Operations & Lifting Equipment Regulations 1998 (As amended). Both amended by The Health & Safety (Miscellaneous Amendment Regulations 2002).

## **MAINTENANCE OF WORK EQUIPMENT:** (Procedure TIMS4)

Convey Bros policy for work equipment we have full maintenance and inspection programs for all equipment used by the employees of our company. This is to implement the requirements laid upon our company by the Provision and Use of Work Equipment regulations & The Lifting Operations & Lifting Equipment Regulations.

All work equipment:

- a) Is inspected on first use. To ensure they are fit for the purpose (H&SP02).
- b) We ensure all equipment is suitable for the task.
- c) Inspected on a weekly basis and the results recorded on an equipment checklist. These checklists are filed and kept on record (H&SP01).
- d) Any equipment failing inspection will be repaired or replaced immediately.
- e) All equipment will receive regular maintenance to ensure they conform to the requirements as laid down by current legislation.
- f) The frequency of the maintenance is that which is required by current legislation.
- g) Competent persons are selected & appointed to carry out all maintenance & inspection.
- h) All maintenance records are filed and kept on record.
- i) Only trained personnel are authorised to use any work equipment.

## **SAFE SYSTEMS OF WORK:** (H&SP04)

Convey Bros are committed to providing a safe working environment.

As required by law as part of our safe systems of work we will carry out risk assessments and provide safe working method statements of all equipment we use on daily basis (H&SP05). These documents are provided to all employees. Where high-risk activities are to be carried out the work will be controlled by the use of our high-risk permit to work (H&SP24)

- a) All employees are instructed and given the relevant information to understand and follow these assessments.
- b) All employees will work to these instructions.
- c) These systems of work will be supervised.
- d) They will be monitored to ensure they have the desired affect of protecting the health & safety of employees and others that may be at risk.
- e) They will be reviewed when appropriate.

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## **CONVEY BROS**

### **RISK ASSESSMENT STATEMENT**

**It is a legal requirement of The Management of Health and Safety at Work Regulations 1999** (As amended) to assess risks in the workplace.

To comply with these regulations Convey Bros will carry out risk assessments and formulate safe working method statements to cover the activity/ equipment our employees will use to carry out their work.

The purpose of our risk assessments is to achieve the following aims:

- 1) To reduce as far as possible the health and safety risk to staff while carrying out their work using the equipment or machinery provided by our company.
- 2) To reduce as far as possible the health and safety risk to other groups of people who may be affected by our work.
- 3) To comply with all government legislation regarding risk assessments.

To enable Convey Bros to achieve these 3 aims we will undertake the following procedures.

- a) Convey Bros staff will be trained in the safe use of all access equipment used by our company.
- b) Our staff will have all risk assessments explained. They will be given the opportunity to discuss the contents of the risk assessment. They will be able to suggest any alteration they feel will reduce the risk being assessed to make the job safer and have the risk assessment amended accordingly.
- c) All staff will be given copies of these risk assessments and must carry out their work within these instructions.
- d) Copies of all risk assessments will be kept at our office on file for future inspection and reference.
- e) Copies of all relevant risk assessments when requested will be sent to all customers.
- f) All risk assessments will be reviewed regularly, through our risk assessment audit procedure H&SP40.

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## **The Confined Spaces Regulations 1997:**

The principal duty, of The Management of Health and Safety at Work Regulations Regulation 3, requires all employers to identify the measures they need to take, by means of a suitable and sufficient assessment of all risks to workers and others who may be affected by their work activities.

In accordance with Regulation 4(1) of The Confined Spaces Regulations, the priority when carrying out a risk assessment is to identify the measures needed so that work in confined spaces can be avoided.

If, it is not reasonably practicable to prevent work in a confined space as a competent employer we will assess the risk connected with entering or working in the space.

The assessment will identify the risks to those entering or working there and also any others, for example, other workers including contractors and the general public in the vicinity who could be affected by the work to be undertaken. Competent persons will carry out this assessment, which a safe system of work will be based.

A competent person for these purposes will be someone with sufficient experience of, and familiarity with, the relevant processes, plant and equipment so that they understand the risks involved and can devise necessary precautions to meet the requirements of the Confined Space Regulations.

These assessments will be communicated to the workforce and a safe system of work will be implemented. The activity will be controlled by the use of our high-risk permit to work (**H&SP24**). A competent employee will supervise the procedure.

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## **The Control of Noise at Work Regulations 2005:**

### **Noise at Work.**

As responsible employers we understand our obligations to ensure the risk from exposure of our employees to noise is either eliminated at source or, where this is not reasonably practicable, reduce the exposure to as low a level as is reasonably practicable.

Where one of the lower exposure action values is likely to be exceeded, we will carry out a risk assessment to assess whether any employees are likely to be exposed to noise at or above a lower exposure action value, an upper exposure action value, or an exposure limit value.

Where a risk assessment identifies a noise is at or exceeds the lower exposure action value we will make suitable hearing protection available to all exposed employees who wish to use it.

The findings of the risk assessment will be communicated to all affected employees and suitable & sufficient training and information will be provided as required by these regulations.

Where a risk assessment identifies a noise is at or exceeds the upper exposure action value, we will reduce the exposure to as low a level as is reasonably practicable, through organisational & technical measures.

As a last resort where reasonably practicable measures do not adequately reduce the level of exposure. Hearing protection zones will be established & hearing protection provided, which must be worn at all times in the identified zones.

Health surveillance will be provided for employees if daily exposure regularly exceeds the upper action values.

Where the noise exceeds the exposure limit value. We will take immediate steps to identify & eliminate the cause. To ensure it cannot happen again.

All employees are requested to report to the health & safety manager any work situation they feel may contravene these regulations, to have a suitable & sufficient risk assessment carried out. This includes our customer's sites, so we can inform our customer of our concerns and have the situation investigated.

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## **PERSONAL PROTECTION EQUIPMENT AT WORK**

**REGULATIONS 1992 (As amended):** Amended by The Health & Safety (Miscellaneous Amendment) Regulations 2002.

### **PERSONAL PROTECTION EQUIPMENT. (PPE)**

The following health and safety legislation forms the basis for our policy on Personal Protective Equipment.

#### **The Management of Health and Safety at Work Regulations 1999 (As amended)**

Places a duty on us as the employer to:

#### **Regulation. 3.** Carry out suitable and sufficient risk assessments.

These are carried out for all tasks undertaken by our employees in the process of carrying out their work.

The risk assessments identify the risks to our employees and non-employees whose health & safety may be at risk.

#### **Regulation. 4.**

The protective and preventative measures which are identified in the risk assessments must be provided / implemented by the employer.

#### **The Health and Safety at Work Act 1974:**

**Section 9:** Employers are not to charge their employees for anything provided for their health and safety.

**Section 8:** Employee duties: Employees must not interfere or misuse anything provided for health and safety.

#### **Identifying the need to provide Personal Protection Equipment.**

- 1) Risk assessments are carried out to identify hazards.
- 2) Preventative measures are implemented to eliminate hazards.
- 3) Where hazards cannot be eliminated they will be reduced to the lowest level where reasonably possible.
- 4) Where the hierarchy of control measures has been followed and a risk still remains as a last resort. **Personal Protective Equipment will be provided** free of charge to all employees.

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## **Convey Bros Policy on Personal Protective Equipment.**

- a) When all control measures have failed to eliminate or adequately control the risk presented by a hazard Personal Protection Equipment will be provided as a last resort.
- b) All PPE identified as necessary in risk assessments will be provided free of charge to all employees.
- c) All PPE will be assessed and selected to ensure it is suitable for the task being carried out.
- d) Convey Bros will ensure the selected PPE is compatible with the other equipment required to carry out the task.
- e) Where the use of PPE is identified as necessary and is provided it must be worn / used correctly by all employees at all times as instructed in the control measures / method statements.
- f) Full maintenance program for all PPE will be implemented and records kept (H&SP32 PPE Issued Record Sheet).
- g) All employees will be given all relevant information and training for the use of the PPE. This is to ensure all employees understand the risks the PPE will avoid or limit, the purpose for which the PPE is required and the actions to be taken to ensure all PPE are kept in good repair.
- h) Convey Bros will provide appropriate clean and dry accommodation for all PPE.
- i) First use inspection of all PPE will be carried out by the user as instructed during training.
- j) The employee must keep all PPE clean and in good state of repair.
- k) The employee must keep all PPE in a hygienic condition.
- l) The employee must store all PPE in the correct accommodation, which is provided.
- m) Any damaged or lost PPE must be reported to Convey Bros and replacement provided.
- n) Employees must not misuse or interfere with any equipment or PPE provided for health & safety.

## **THE CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2002 (Amendment Regulations 2004).**

- a) Convey Bros fully comply with The Control of Substances Hazardous to Health Regulation.
- b) The company has carried out a COSHH assessment on all substances that our employees will use at work. (Doc. No. H&SP04: Pages 193-207).
- c) The company has implemented all measures as required under this legislation.
- d) We will revise these assessments when appropriate.
- e) These assessments are provided and explained to all employees.
- f) All staff will be instructed in the safe use of all substances.
- g) All employees will use these substances as instructed in the COSHH assessments and take all precautions necessary.

**Copies of COSHH assessments will be provided to employees. These assessments are contained in the safety manual, which is held within the vehicle glove box.**

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## MANUAL HANDLING POLICY

The manual handling of loads is governed by The Manual Handling Operations Regulations 1992 (As amended by The Health & Safety (Miscellaneous Amendment Regulations 2002). These requirements implement the health and safety requirements for the manual handling of loads where there is a risk of back injuries (mainly) to workers.

An HSE Approved Code of Practice L23 covers the ergonomic nature of the manual handling of a load.

In addition to the above the Management of Health and Safety at Work Regulations require that every employer must make a suitable and sufficient assessment (H&SP04: Pages 208-220 Ladder/water-fed pole) of the risk to the health & safety of his employees to which they are exposed whilst at work.

Injuries associated with manual handling:

- 1) Disc Injuries.
- 2) Ligament / Tendon Injuries.
- 3) Muscular / Nerve Injuries.
- 4) Hernias.
- 5) Fractures Abrasions and Cuts.

Manual handling is one of the most common causes of absence through injury at the workplace. These injuries can have long-term effects. This policy is intended to reduce the risk from manual handling injuries within the organisation and to provide guidance on the measures that should be taken to ensure safe lifting and carrying.

*“Any transporting or supporting of a **load**, by one or more workers, including lifting, putting down, pushing, pulling, carrying or moving of a load, by hand or bodily force”.*

*“A **Load** is an individual movable object including humans and animals: an implement, tool or machine is not considered to constitute a load while in use for its **intended** purpose.”*

An assessment of risk during the manual handling of loads forms part of the general requirement that **employers** must make a suitable and sufficient assessment of all the risks to health and safety of their employees while at work.

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**It is the policy of the Organisation:**

- to ensure that activities which involve manual handling are **eliminated** so far as is reasonably practicable.
- to make a risk assessment of any hazardous manual handling operations that cannot be avoided.
- to reduce the risk of injury from those operations so far as is reasonably practicable.
- where manual handling operations cannot be eliminated **mechanical aids** will be used where appropriate.
- to provide appropriate training to staff at risk.

**Delivery of large or heavy loads to office premises**

- When a large or heavy load is ordered from a supplier
- The load should only be accepted if there are two delivery operatives to safely carry the load or Convey Bros have the personnel available to accept the load.
- The load is to be broken down into smaller loads if possible, and lifting aids & trolleys used for transportation where possible, the total weight of the load & any heavy side must be identified.

**Elimination of Hazardous Manual Handling Activities**

Measures to achieve this include a reorganisation of the system of work or the workplace itself and the provision of mechanical aids such as trolleys and hoists. mattress.

**Risk Assessment**

The following factors should be considered during the risk assessment, which must be completed, read and signed by the people to whom it applies before manual handling work begins:

- The task
- The load
- The individual
- The working environment
- Other factors, including restricted access & moving & handling in the vicinity of pedestrians.

**The Task**

- Bending and stooping to lift a load significantly increases the risk of back injury. Loads should be lifted from no lower than knee height to no higher than shoulder height, whenever possible. Outside this range, lifting capacity is reduced and the risk of injury is increased.
- Where items are required to be lifted from above shoulder height, a stand or suitable means of access should be used.
- Loads which are pushed or pulled should be as near to waist level as possible. Pushing is preferable, particularly where the back can rest against a fixed object to give leverage.
- Carrying distance should be minimised, especially if the task is repeated regularly. Repetitive tasks should be avoided whenever possible.
- Tasks which involve lifting and carrying should be designed in such a way as to allow for sufficient rest breaks to avoid fatigue.
- Avoid tasks, which require twisting the body.

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### **The Load**

- An indication of the weight of the load and the centre of gravity should be provided when appropriate.
- The load should be kept as near as possible to the body trunk to reduce strain and should not be of such size as to obscure vision.
- Unstable loads must be handled with particular caution. A shift in the centre of gravity is likely to result in overbalancing.
- Ensure that there is a secure handhold, using gloves when necessary to protect against sharp edges or splinters.

### **The Individual**

- Consideration must be given to age body weight, physical fitness, and personal limitations. Employees must not attempt to handle loads which are beyond their individual capability. Assistance must be sought when this is necessary.
- Persons with physical or clinical reasons for avoiding lifting, must not be required to undertake hazardous lifting or carrying tasks.

### **The Working Environment**

There must be adequate space to enable manual handling to be conducted in safety and the transportation route must be free from obstruction. Lighting, heating, and weather conditions must be taken into account. Floors and other working surfaces must be in a safe condition and adequate ventilation is required, particularly where there is no natural ventilation.

### **Other Factors**

The use of personal protective equipment may be necessary whilst carrying out manual handling activities. If the use of protective equipment restricts safe and easy movement, this should be reported to the area safety supervisor. Constant interruptions from other staff or students must be avoided, to avoid unnecessary distraction to an individual during manual handling.

### **Recording the Risk Assessment**

The 'Risk Assessment Form for the Manual Handling of Loads' should be used (H&SP07). If a preliminary risk assessment of manual handling operation indicates a possibility of injury, consideration should first be given to avoiding the need for the operation in question. If the handling operation cannot, in some form, be avoided, the assessment need not be recorded if:

- (a) the operation could very easily be repeated and explained at any time because it is simple and obvious;
- or
- (b) the operation is straightforward, of low risk, is going to last only for a short time, and the time taken to record it would be disproportionate.

When it is judged necessary to make a record of the assessment, it may not be necessary to assess the risk in great detail if the risk is clearly of a low order.

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**Reducing the Risk of Injury**

Consideration should be given to the provision of mechanical assistance. Where this is not reasonably practicable then other improvements to the task, the load and the working environment should be considered.

**Training**

Sufficient knowledge and understanding of the work is an important factor in reducing the risk of injury. Individuals undertaking manual handling work must be given suitable instruction, training and information to undertake the task with minimum risk. Individual training and instruction on manual handling for new staff should be given without delay as part of their initial training (H&SP14 onsite training). Refresher training for staff in post should be given at annual intervals.

A record of the training must be recorded & retained in the individuals training file.

All manual handling operations are assessed as a requirement of the Manual Handling Operations Regulations (As amended). These assessments (H&SP04: Pages 161-167) are provided for your safety and are reviewed as appropriate. All employees are instructed and trained for manual handling of loads.

- a) You must carry out manual handling operations as instructed in the assessments.
- b) You must carry out manual handling operations as instructed in your training.
- c) You **must not** carry out manual handling operations if you have a physical or medical problem, which may prevent you from carrying out the work safely.

Guidelines for lifting & lowering.

Basic guidelines for manual handling operations are set out in figure 1. They assume that the load is readily grasped with both hands and that the operation takes place in reasonable working conditions with the handler in a stable body condition.

The guideline figures take into consideration the vertical and horizontal position of the hands as they move the load during the handling operation, as well as the height and reach of the individual handler.

It will be apparent that the capacity to lift or lower is reduced significantly if, for example, the load is held at arms length or the hands pass above shoulder height.

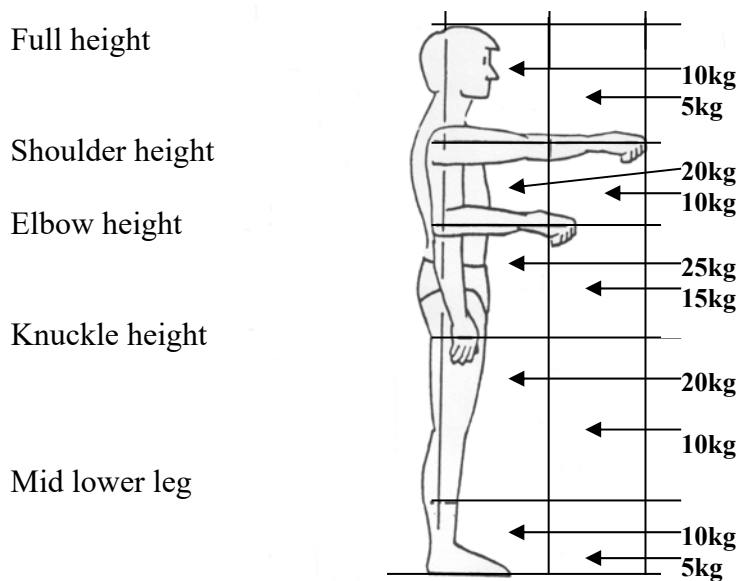
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## MANUAL HANDLING

**Figure 1**



*Note:* No attempt should be made to interpret this diagram without first reading the accompanying text.

### Lifting & Lowering

If the hands enter more than one of the box zones during the operation the smallest weight figure should be used. The transition from one box zone to another is not abrupt; an intermediate figure may be chosen where the hands are close to a boundary. Where lifting or lowering with the hands beyond the box zones is unavoidable a more detailed assessment should be made.

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## The Provision and Use of Work Equipment Regulations 1998 (as amended)

### LADDERS:

- a) Read and carry out your work to the instructions set out in the risk assessment and method statement for (extension ladders H&SP04: Pages 79-89). (Stepladders H&SP04: Pages 103-112).
- b) An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while using this equipment. (If in doubt seek advice)
- c) Do not rely on window fittings to support any weight whatsoever.
- d) Only use Convey Bros ladders or those hired by the company from reputable hire companies.
- e) You are responsible for the first use inspection of all ladders including ladders on hire and their daily care. Do not use a ladder failing inspection.
- f) Do not use office furniture to gain access to internal windows, (unless the customer has given consent & assurance that it is safe to do so) use point ladders or extension poles, carry out the cleaning as instructed in QD13.
- g) Do not bridge gaps using ladders.
- h) When using ladders the minimum overlap must be.
  - 1) Over 6meters – 4 rungs.
  - 2) Between 5-6meters – 3 rungs.
  - 3) Up to 5meters – 2 rungs.
- i) Take care not to drop equipment when working up a ladder. This could result in a serious accident. Always carry equipment in the provided bucket on a belt.
- j) Never pass from one window to another on the outside of a building. Get down the ladder and move it.
- k) Never over reach when working from a ladder.
- l) DO NOT use ladders in windy conditions.
- a) Never stand a ladder upon other equipment to gain extra height.
- b) Always use the ladder at the correct angle of 75°
- c) Never use a ladder on uneven or slippery ground.
- d) Ladders are to be used as work equipment on ground & first floor windows only. Unless they are only being used for access & window cleaning is not being carried out from the ladder.

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## **Inspection methods of ladders: Wooden Ladders:**

- a) All ladders must be inspected on weekly bases by the supervisor. The equipment checklist (DOC NO. H&SP01 pages 1 & 2) must be completed with all repairs carried out or replacement ladder obtained. Any ladder failing inspection must not be used. It must be returned to the office where it will be cut up and disposed of in the required manner.
- b) Every employee must carry out a “first use” inspection of all ladders as instructed in (DOC NO. H&SP01 pages 1 & 2). Any ladder failing inspection must not be used. It must be returned to the office where it will be cut up and disposed of in the required manner.
- c) A careful visual inspection should be made. Look for warping, cracking or splintering. Check in particular where the rung enters the body or around fitments.
- d) At each end of the ladder in turn, try to pull the stiles apart and then push them together. Any movement could indicate insecurely fixed rungs.
- e) Try to twist the rungs. The rungs must not rotate.
- f) Check for any warping or twisting of the stiles. A ladder should be straight and true.
- g) Check for loose or missing bolts and screws.
- h) All movable parts should operate easily and freely and ropes if fitted for raising and lowering should be examined for cuts or fraying.
- i) With the ladder standing upright try to displace the stiles by pushing one and pulling the other. Any movement could indicate (if it’s a relative parallel movement) insecurely fixed rungs.

## **Inspection methods of ladders: Aluminium Ladders:**

These should be inspected in the same manner (DOC NO. H&SP01 pages 1 & 2) but look out for evidence of corrosion in the metal and fracturing of the metal, especially at riveting points.

When Aluminium strikes rusty steel it may produce a spark due to a chemical reaction (Thermite reaction). Be careful when transporting Aluminium ladders around areas where this may occur.

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**Storing of ladders:** All ladders must be cleaned following use. There should be a free circulation of air and enough support to prevent any deformation. They should be stored upon the vehicle roof rack and all security devices fitted to prevent any unauthorised person using the ladders.

### **Transporting Ladders:**

- a) When lifting, carrying, putting down or moving ladders follow the instructions in the manual handling of load assessment for extension ladders.
- b) When transporting ladders on a vehicle all ladders must be securely fastened to the van roof rack. End markers must be fitted to any end projecting further than 1.83meters out to the front or back of a vehicle. This is the law and must be complied with. If any ladder falls or receives a heavy blow do not use it until it has been inspected.

When transporting, do not place the total weight of a ladder on any rung, only the Stiles are designed for this.

### **SAFETY HARNESSSES:**

- a) Use this equipment as instructed in the risk assessment and method statement for full body harness AB101 13 or 14. AE529 Energy Absorbing Lanyard, Suspension Trauma Safety Straps, AL422 Positioning/Adjustable Lanyard. (H&SP04: Pages 58-71, 72-78 & 113-120).
- b) Inspect harness daily and on first use. Any sign of wear deterioration do not use it. Report the defect to the supervisor. Pay particular attention to webbing, hooks, buckles, sewing, ropes and karabiners.
- c) Keep harnesses clean and dry. Store them in the correct accommodation, which is provided. Keep them away from chemicals.
- d) If you fall and the harness is used to arrest this fall, do not use the harness any further. Take the harness to the office for disposal. Get a replacement and inspect it before use.
- e) An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while using this equipment. (If in doubt seek advice)

### **AE529 Energy Absorbing Lanyard, Suspension Trauma Safety Straps, AL422 Positioning/Adjustable Lanyard, Karabiners**

- a) Use this equipment as instructed in the risk assessment and method statement for full body harness AB101 13 or 14. AE529 Energy Absorbing Lanyard, Suspension Trauma Safety Straps, AL422 Positioning/Adjustable Lanyard, Karabiners (H&SP04: Pages 58-71, 72-78 & 113-120).
- b) Inspect lanyard daily and on first use. Any sign of wear deterioration do not use it. Report the defect to the supervisor. Pay particular attention to sewing, ropes or karabiners. Ensure the absorber is sited correctly and not already extended.
- c) If you fall and the lanyard is used to arrest this fall do not use the lanyard any further. Take the lanyard to the office for disposal. Get a replacement and inspect it before use.
- d) Keep the lanyard clean and dry. Store them in the correct accommodation, which is provided. Keep them away from chemicals.
- e) An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while using this equipment. (If in doubt seek advice)

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## **CRADLE WORK:**

### **SIGN OUT THE WIND SPEED METER FROM THE OFFICE.**

- a) Carry out your work in accordance with the company risk assessment and method statement for cradles. (H&SP04: Pages 47-52) or provided site specific.
- b) Only carry out the work if you are trained to use this particular type of cradle, as there are many types, electric, manual and different methods of safety devices and methods of emergency descent.
- c) The day before using any cradle at the office check weather forecast.
- d) Do not attempt to carry out cradle work if temperatures are 4°C or below as there is a risk of equipment freezing.
- e) Do not attempt to carry out cradle work if heavy rain/thunder storm etc. is forecast.
- f) Do not attempt to carry out cradle work if wind speed is forecast to be in excess of 15mph.
- g) Before commencing work use the wind speed metre to check the wind speed:
  - a) For the current wind speed.
  - b) Average wind speed.
  - c) **MAXIMUM WIND SPEED:** This must not exceed 15mph. Do not commence work if the maximum wind speed exceeds this safe working wind speed.
- h) Check all fitments to ensure they are secure.
- i) Check to make sure no parts are missing or damaged.
- j) Check all ropes (wire or fibre) for fraying, cuts and kinks. Ensure all eyes are tight and do not move and that hooks are secure.
- k) Check all roof equipment (runners, pulleys, shackles etc.).
- l) Always clip your harness onto the correct anchorage point when either upon a roof, near the edge of a roof and when in the cradle.
- m) Only enter or leave the cradle from the ground level or from a properly designed access point.
- n) The cradle should be close to the building at all times with rollers facing the building.
- o) Where provided tie the cradle cables into the building.
- p) Do not stand on the guardrail to reach over.
- q) Do not over reach.
- r) Do not leave the cradle unsupervised when suspended and remove any keys.
- s) Do not leave a cradle suspended unless instructed to do so by the manufacturer or the customer. Leave it as directed (Tied/secured etc).
- t) Cone off the area below the cradle and put up warning signs of men working overhead.
- u) Do not drop counterbalance weights onto flat or fragile roofs or drop them onto the cables.
- v) An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while using this equipment. (If in doubt seek advice)

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## **BOSS 1450/850 LADDER SPAN ALLOY ACCESS SYSTEM**

- a) Carry out all work as instructed in the Boss 1450/850 ladder span alloy access system risk assessment and method statement. (H&SP04: Pages 31- 40)
- b) An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while using this equipment. (If in doubt seek advice)
- c) Always erect the tower on firm and level ground.
- d) Do not exceed the recommended height when erecting a tower.
- e) Only move a tower by pushing from the bottom. (no one on tower when it is moving).
- f) Use a safety harness.
- g) Cone off the working area.
- h) When working at the top do not use any force great enough to cause the structure to topple.
- i) Respect the client's property. (Do not damage building structure with tower.)
- j) Report any accident or damage caused through the use of the scaffold.
- k) Report any dangerous situations to the supervisor to have them rectified.

## **SELF - PROPELLED MOBILE ELEVATING WORK PLATFORMS:**

Booms & Scissors. (MEWPS)

- a) Only employees trained to IPAF standard or above are authorised to operate these machines.
- b) Carry out all pre checks to machines before use. Report any defects and have them rectified before using machine.
- c) Carry out all work as instructed in the company risk assessment and method statement for self-propelled mobile elevating work platforms, booms, & scissor lifts. (H&SP04: Pages 94-102)
- d) Never exceed the safe working load or the permitted wind speed limitations.
- e) Ensure the area you will drive upon is strong enough to take the weight of the machine and that there are not any drains or manholes etc that could collapse under a wheel.
- f) Ensure there are not any overhead obstructions, especially electrical cables.
- g) Take all precautions to make the site safe.
- h) Display warning signs in the working vicinity or deploy cones.
- i) The employee in the platform is to control the machines movement with the assistance of a second man at ground level to assist through signals as and when required. The system of signals to be agreed prior to any work being carried out.
- j) The operator will not carry out repairs or adjustments to the machines.
- k) Repairs, adjustments to the machine, transport too and from site is the responsibility of the Hire Company.
- l) Safe operating of the machine is your responsibility.
- m) Abide by all clients' security/safety arrangements while operating onsite.
- n) Report any damage to property, possessions.
- o) An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while using this equipment. (If in doubt seek advice).

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## **TRUCK MOUNTED HYDRAULIC ACCESS PLATFORMS: STATIC BOOMS:**

- a) Carry out all work as advised in the company risk assessment for the use of truck mounted hydraulic access platforms. (H&SP04: Pages 133-142) or Static Booms (149-159).
- b) Only trained employees to IPAF standard or above for truck mounted cherry pickers or static booms are authorised to operate these machines.
- c) An employee must ensure that they are not using any prescribed medication that may effect their judgement or safety while using this equipment. (If in doubt seek advice)
- d) For employees who are not trained to the required standard for operating the machine, the hire company will provide a trained driver/operator.
- e) Even when an operator is provided you must still ensure the safety requirements set out in the company risk assessment is carried out.

## **EXTENSION POLES:**

- a) All work using extension poles must be carried out as instructed in your training and in the company risk assessment and method statement for extension poles. (H&SP04: Pages 53-57).

## **PAINT SCRAPERS:**

It is very easy to sustain cuts from scrapers especially through improper storage when not in use.

You must use this equipment with extreme care as instructed in the company risk assessment and method statement for paint scrapers. (H&SP04: Pages 90-93).

## **THE REACH & WASH SYSTEM:**

Although this equipment is one of the safest means of accessing high windows and windows with poor access, it could pose manual handling problems when using the water-fed poles, to prevent this;

- a) When using the equipment all work must be carried out as instructed in the risk assessment, method statement (H&SP04: Pages 121-132) and manual handling assessment (H&SP04: Pages 208-213) for the reach & wash system and water fed poles.
- b) Only trained employees are permitted to use this equipment.
- c) Do not exceed the recommended working periods when using the poles.
- d) The maintenance and inspection procedures for the vehicle-based equipment (H&SP01: Pages 3 & 4) must be followed on first use. With the supervisor completing the checklist weekly.
- e) The water will be transferred from the water treatment system into the van tank using the van tank filling procedure H&SP22. (H&SP04: Pages 19-20).

**WATER TREATMENT PLANT.** This plant will be operated as instructed in the Water Treatment Plant Operation Procedure H&SP26. Nominated trained personnel will carryout the maintenance of this equipment as instructed in the procedure H&SP27 Water Treatment Plant Maintenance Procedures.

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**COMPANY DRIVERS Policy.**

**Driving of company vehicles:**

As a responsible employer we believe our health & safety & welfare responsibilities, extend to our employees, not only while they are at work, but also when they are driving our cars/vans on company business, including travelling too and from work.

We will strive to prevent/reduce road accidents involving our vehicles by:

- a) Reducing driver fatigue.
- b) Reducing driver stress due to tight schedules.
- c) Banning unsafe practices.

All employees eligible to drive a company vehicle must adhere to the following procedures. This will enable us to manage the risks associated with people driving on behalf of our business.

- 1) Only authorised employees are permitted to drive company vehicles.
- 2) Ensure the vehicle is road worthy. Check tyre pressure; tread depth; windscreen wipers; washer bottle; oil & water levels. First aid box; Fire extinguisher; Make sure the load is secured etc.
- 3) Do not drive while taking prescribed medication if it may cause drowsiness.
- 4) Do not attempt to drive if you have contravened our company drink & drugs policy.
- 5) Do not drive if you are tired. Ensure you have had adequate rest especially before a long journey.
- 6) All occupants of the vehicle must wear a seat belt at all times while the vehicle is in motion.
- 7) Always drive within the legal speed limit for the road you are driving upon.
- 8) Always observe the road signs and take the appropriate action.
- 9) Take account of the weather conditions and drive accordingly.
- 10) **DO NOT** use mobile telephones or satellite navigation systems while you are driving and the vehicle is in motion.
- 11) **DO NOT** use any personal equipment that may impair your ability to drive safely, i.e. personal stereo headphones.
- 12) **DO NOT** eat, drink or read while you are driving the vehicle.
- 13) Where possible stop and change drivers after 1 hours continuous driving.
- 14) Where this is not possible. **YOU MUST STOP**. You must take a **15-minute break every 2 hours**.
- 15) Give yourself plenty of time between appointments. Take into account the rush hour times where the traffic is heavier.
- 16) If you are held up by traffic conditions, do not speed or rush to make up time or to keep appointments.
- 17) If you are fatigued or late for an appointment stop the vehicle at the first safe convenient place, telephone the office for them to rearrange or cancel your appointment.
- 18) The drivers must not themselves or allow any passengers to miss behave or joke about while the vehicle is in motion. This may distract the driver's attention and prevent the vehicle from being driven safely.

**Road safety is more important than meeting deadlines, or appointments.**

Drive safely. Do not speed. Take the required rest periods. Do not allow driving conditions to put you under stress.

**If you feel tired or under stress at anytime STOP driving immediately, change drivers or take the required rest.**

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**Vehicle Use - Site generated waste products:**

Convey Bros fully understand and accept the obligations placed upon our organisation by the Environmental Protection Act 1990 and prohibit all employees from using our company vehicles to illegally deposit any waste onto land “fly tipping” be it either the organisations waste or domestic waste. This prohibition is extended to private use of the organisations vehicles outside of normal working hours.

All waste products generated through work activities must be kept safely within the vehicle and returned to our office for disposal within our waste receptacles. These collected waste products will then be collected and disposed of by our selected waste management company.

Any employee, who illegally disposes of waste products, will be in breach of the organisations disciplinary procedures and may be subject to disciplinary action by the organisation.

**VEHICLE SAFETY:** Our vehicles are part of our work equipment; they must be maintained, inspected and kept in a clean and good state of repair. All work equipment stored within the vehicle and on top of the roof rack must be stored securely and safely.

This is for the protection of our employees and others that may be at risk.

All vehicles must be driven within the law in a safe manner.

All ladders or equipment that are to be stored upon the vehicle roof rack must be securely fastened with ladder straps.

Warning signs are to be fastened onto the rear of the ladders or equipment at all times while on the vehicle.

Warning signs must be fastened to the front of the ladders or equipment if it extends past the bonnet of the vehicle.

The vehicle must be parked in a designated parking area.

While the vehicle is parked, the engine must not be left running. This would result in noise and environmental pollution and must be avoided at all times.

The vehicle must not be parked in any position where pedestrians or vehicles can come into contact with the protruding ladders or equipment.

The vehicle must not cause an obstruction while parked.

The vehicle must not be parked in a way that may obstruct the vision of another driver or pedestrian.

The vehicle radio must not be switched on while the vehicle is parked on customer’s premises.

If the vehicle has to be reversed a second employee must assist in the reversing manoeuvre to ensure the area remains free of pedestrians and the manoeuvre can be & is carried out safely.

**VEHICLE SECURITY:** The vehicle keys must not be left in the ignition or door lock.

If the vehicle is left unattended the doors must not be left open at any time.

If the vehicle is left unattended the doors must not be left open at any time.

The vehicle must be locked with the alarm switched on at all times when not attended.

The ladders or equipment must be securely fastened with lock & chain to the roof rack at all times when the vehicle is not attended.

If the vehicle is left unattended for any length of time (e.g. at night) all security features fitted must be brought into operation.

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Once suitable & sufficient assessments and maintenance have been completed & acted upon the main themes running through health & safety legislation are Training, Information and Supervision. Convey Bros is determined to provide these key elements to ensure our employees are able to work in a healthy & safe environment.

## TRAINING

Identifying Training & Instructional Needs (TIMS1) Training & Instruction Procedure (TIMS2)

### Operatives:

Following the successful Job Interview (GN03)

**Induction training:** Carried out by Office Administration. (H&SP15)

This training is carried out when a person joins the company. The new employee is introduced to the company and information provided and explained regarding: **Facilities:** toilets, canteen requirements etc. **First Aid:** Where to locate first aider, first aid box and importance of first aid. **Accidents:** Importance of reporting, procedures for reporting and recording accidents. **Machinery:** That they must be trained to operate any machine. **Hazardous Materials:** Importance of labels, how to handle, how to store, risk assessments, COSHH assessments. **Heavy Objects:** correct methods of lifting, manual handling assessments and training. **Protective clothing:** How and where to obtain it, how to use it. **Signs & Notices:** The meaning and reasons for signs & notices. **Fire Precautions:** Fire alarms locations, how alarm is raised, meaning of emergency signage, means of escape, assembly point, importance of knowing customer emergency procedures before carrying out any work. **Roles & responsibilities;** of themselves & key employees.

**Job specific training:** (H&SP14) Training carried out by our supervisors:

For the use of applicators & squeegees the safe use of ladders, extension poles, PPE, Reach & Wash System and scrapers. Training is over a three-month period all training is recorded on the company training form; this training includes the manual handling of the equipment. When the supervisor and the trainee are both confident the trainee has attained a competent level in the safe use of all the equipment the training form is signed and dated by both parties and returned to the office where it is kept on file.

Then the following training will be provided. Boss Scaffold, training carried out externally to PASMA qualification standard. Cradles, training carried out by external competent company depending upon type of cradle to be used. Cherry Picker Self-drive booms & scissors and lorry mounts, all drivers are trained and qualified to IPAF standard. CSCS site safety test. The use of full body harness & lanyards to IPAF certificate standard. First aid training where appropriate.

All training certificates will be kept on file.

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**Supervisor Training:** (H&SP28) specialised training; to ensure these employees are suitable & competent to carry out supervisory duties.

**Refresher/review training:** All the provided training is reviewed every 12months, or when recommended by the training organisation concerned. Or when there is a change to a process, equipment, access or changes to the law. All training is recorded on our Training Matrix (H&SP16). To ensure training review is carried out to the correct schedule.

**Supervisors:** The following additional training will be provided: Emergency first Aid training carried out by external competent organisation.

**Management:** Management will be given the same training and hold the same qualifications as our operatives and supervisors. They are also trained through external competent training establishments, to certificate standard to undertake Risk Assessments, Manual handling Assessments and COSHH Assessments.

**Senior Management:** Have undertake the same training and held the same qualifications as our operatives and supervisors. In addition they are also trained and qualified to NVQ Level 4 Health & Safety Practice, NVQ Level 5 Health & Safety Practice & nebosh, National General Certificate in Occupational Safety and Health.

All training is continually monitored & assessed by our Safety Committee to ensure it is suitable and sufficient and provides all of our training needs.

**INFORMATION:** (Procedure TIMS3).

Our employees will receive all the relevant information they will require to carry out their work in a healthy and safe environment.

The information will be distributed through employee's information manual (**H&SP04**), letters, notice boards and minutes of meetings, regular training, safety committee, supervisors and management.

**SUPERVISION:** (Procedure TIMS5).

Nominated competent personnel will supervise all activities and employees.

These personnel have the knowledge, experience, training and qualifications to supervise all tasks and spot potential hazards. If an uncontrolled hazard is identified onsite by the employee or supervisor. The supervisor will complete H&SP17 our onsite hazard identification form, which records the hazard. This document will be passed to the safety manager for investigation and for the hazard to be eliminated or adequately controlled. This is implemented via form H&SP23 this is completed during a site visit and following communication with the customer. The supervisor will be informed via his van plan of the protective & preventative measures put in place to eliminate the problem.

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The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

## **Procedure for reporting & investigating accidents.**

**(H&SP04 Pages 10, 11, 12, 13, 14,15).**

To conform to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations we will investigate and report all accidents to the relevant bodies and introduce preventative and protective measures that may be required.

### **If there is an incident, accident or dangerous occurrence.**

- 1) The site supervisor will immediately administer first aid if required.
- 2) The emergency services will be notified if required.
- 3) The incident will be reported to the relevant person onsite to have it recorded in the site accident book.
- 4) The supervisor will notify our office of the incident within 30 minutes, where it will be entered into the company accident book.
- 5) Our health & safety manager/ office personnel will notify the HSE within 2 hours by telephone if it is a fatal or Specified Injury by telephone, all other incidents will be reported via an online form, available on HSE's website.  
The online forms are:  
F2508 Report of an injury  
F2508 Report of a Dangerous Occurrence  
F2508A Report of a Case of Disease  
OIR9B Report of an Injury Offshore  
OIR9B Report of a Dangerous Occurrence Offshore  
F2508G1 Report of a Flammable Gas Incident  
F2508G2 Report of a Dangerous Gas Fitting
- 6) Our safety manager will then carry out an investigation, interviewing all the relevant people, including a site visit and inspection of any equipment.
- 7) Our safety manager will then compile a report for senior management (**Doc. No. H&SP08**), detailing the accident, the causes, and recommendation for what protective and preventative measures must be implemented to prevent a reoccurrence of a similar incident.
- 8) Copies of the report will be issued for consideration to;
  - a) Senior management.
  - b) Safety committee.
  - c) Employees involved with the incident.
  - d) The HSE if the incident was reportable.
- 9) The company safety committee will discuss the incident report. The committee will monitor the future work at the site where the incident occurred to ensure the recommendations are sufficient to prevent future accidents.
- 10) **All employees** will be informed of any protective and preventative measures that have been introduced following this incident to help improve health & safety & welfare at work.

Throughout the office areas an accident record (Weekly Accident Statistic Wall Chart **H&SP03**) will be posted on the walls and updated on a weekly basis.

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**The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**

Who reports accident: **Company Health & Safety Manager or Partner of Company.**

What procedures do we follow?

**DEATH OR SPECIFIED INJURY.**

- 1) **Death: 6.- (1)(2)(3):** All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.
- 2) **“Specified Injuries” 4.- (a)(b)(c)(d)(e)(f)(g)(h)(i)(ii)**

Workers:

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

- 5.-(a) Any hospital visit and treatment of an injury caused by work related accident involving non-workers.

5.-(b) If the accident occurred at a hospital, the report only needs to be made if the injury is a ‘specified injury’ (see above).

**Forthwith notify by quickest practicable mean’s then within 10days send off report form F2508.**

**Quickest practicable mean’s:** Report can be made via telephone: Incident Contact Centre: 0845 300 9923 (Monday – Friday 08.30am – 5pm).

**Within 2hours** of the accident: **Make a report:** (Via website– form completed during process no need to follow up with additional report).

Enter HSE website via: [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

Click “ways to make a report”

Select and click onto the appropriate form: Report of an injury (**form F2508**)

Complete appropriate form.

There are circumstances where HSE may need to respond out of hours: These are:

Following a work-related death.

Following a serious incident where there have been multiple casualties.

Following an incident, which has caused major disruption such as evacuation of people, closure of roads, large numbers of people going to hospital etc.

If your incident fits these descriptions ring the duty officer on 0151 922 9235.

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**The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**

Who reports accident: **Company Health & Safety Manager or Partner of Company.**

What procedures do we follow?

**OVER SEVEN DAY INJURY. 4.-(2)**

If an employee is off work for more than seven days due to his accident.

You **do not** include the day of the accident.

You **do** include non-working days.

(E.g. Broken finger due to accident on a Thursday. You count Friday, Saturday, Sunday, Monday, Tuesday, Wednesday, Thursday if he is not back to work on Friday.)

You must as soon as practicable complete a written report on **form F2508**, in any event to reach the HSE **within 15 days** of the accident.

If the condition does not become apparent until some time after the accident, the report is to be made as soon as the injury or condition has incapacitated the worker for more than seven days.

**Make a report:**

Enter HSE website via: [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

Click “ways to make a report”

Select and click onto the appropriate form: Report of an injury (**form F2508**)

Complete appropriate form.

**Over 3 day injuries. 12.-(1)(c)** (no longer reportable).

This is where an employee is away from work or unable to perform their normal work duties for more than three consecutive days (not counting the day of the accident).

More than three consecutive day accidents must still be recorded, within the accident book.

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**The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**

Who reports accident: **Company Health & Safety Manager or Partner of Company.**

What procedures do we follow?

**DISEASE: 8.-(a)(b)(c)(d)(e)(f)**

**Reportable disease categories**

**Reportable occupational diseases now include:**

Carpal tunnel syndrome, where the person’s work involves regular use of percussive or vibrating tools.

Cramp in the hand or forearm, where the person’s work involves prolonged periods of repetitive movement of the fingers, hand or arm.

Occupational dermatitis, where the person’s work involves significant or regular exposure to a known skin sensitiser or irritant.

Hand arm vibration syndrome, where the person’s work involves regular use of percussive or vibrating tools, or holding materials which are subject to percussive or vibrating processes.

Occupational asthma, where the person’s work involves significant or regular exposure to a known respiratory sensitiser.

Tendonitis or tenosynovitis in the hand or forearm, where the person’s work is physically demanding and involves frequent, repetitive movements.

Any cancer attributed to an occupational exposure to a known human carcinogen or mutagen (including ionising radiation).

Any disease attributed to an occupational exposure to a biological agent.

Reports must be submitted “without delay” on receipt of a diagnosis. (**Note.** The new Regulations are looser than the previous ones which specified the report had to be made if the diagnosis was received in writing from a doctor).

**Make a report:**

Enter HSE website via: [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

Click “ways to make a report”

Select and click onto the appropriate form: Report a case of disease (**form F2508a**)

Complete appropriate form.

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**The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**

Who reports accident: **Company Health & Safety Manager or Partner of Company.**

What procedures do we follow?

**Dangerous Occurrences: 7.- Schedule 2. Part 1. Part 2.**

Dangerous occurrences are certain listed near-miss events.

Not every near-miss event must be reported. Here is a list of those that are reportable:

*Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment, (Cradle, MEWPS).*

*Explosion, collapse or bursting of any closed vessel or associated pipe work.*

*Failure of any freight container in any of its load-bearing parts.*

*Plant or equipment coming into contact with overhead power lines.*

*Electrical short circuit or overload causing fire or explosion.*

*Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion.*

*Accidental release of a biological agent likely to cause severe human illness.*

*Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period.*

*Malfunction of breathing apparatus while in use or during testing immediately before use.*

*Failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent.*

*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.*

*Unintended collision of a train with any vehicle.*

*Dangerous occurrence at a well (other than a water well).*

*Dangerous occurrence at a pipeline.*

*Failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains.*

*A road tanker carrying a dangerous substance overturns, suffers serious damage and catches fire or the substance is released.*

*A dangerous substance being conveyed by road is involved in a fire or released.*

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**The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**

Who reports accident: **Company Health & Safety Manager or Partner of Company.**

What procedures do we follow?

**Dangerous Occurrences: CONTINUED!**

Dangerous occurrences are certain listed near-miss events.

Not every near-miss event must be reported. Here is a list of those that are reportable:

The following dangerous occurrences are reportable except in relation to offshore workplaces:

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.

Explosion or fire causing suspension of normal work for over 24 hours.

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

of 500 kg of these substances if the release is in the open air.

*Accidental release of any substance, which may damage health.*

**Forthwith notify by quickest practicable mean’s then within 10days send off report form F2508.**

(Via website quickest means – form completed during process no need to follow up with additional report).

**Within 2hours of the dangerous occurrence: Make a report:**

Enter HSE website via: [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

Click “ways to make a report”

Select and click onto the appropriate form: Report of a dangerous occurrence (**form F2508**)

Complete appropriate form.

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## The Health and Safety (First Aid) Regulations 1981

### FIRST AID AT WORK POLICY

#### 1. General statement

It is our policy to ensure that appropriate first aid arrangements are in place for our staff and any visitors to our premises. This includes providing sufficiently trained employees for our business needs and maintaining an adequate supply of first aid equipment. It also involves providing enough information to staff to enable first aid assistance to be sought during normal working hours. Where work is regularly undertaken outside these hours, then adequate first aid cover will be provided.

#### 2. The legal position

Our duty to provide first aid at work is governed by the Health and Safety (First Aid) Regulations 1981. These require us to carry out a risk assessment in order to determine what first aid facilities and personnel are necessary to meet the needs of our business. We are also required to review this assessment periodically to ensure that current provision is adequate. In order to comply with these regulations, our assessment has considered a number of factors, including the following:

- size of the business
- type of business
- building layout
- past history of accidents
- any employee disability or special needs.
- proximity of business location to emergency medical services
- needs of traveling workers
- shift patterns & out of hours working.
- first aid cover in times of sickness or annual leave.

#### 3. Responsibilities of first aid personnel

In order to carry out their duties effectively, first aid personnel have the following duties and responsibilities.

##### First aiders are responsible for:

- responding promptly to all requests for assistance
- summoning further help if necessary
- providing treatment within the limitations of their competence
- looking after the casualty until recovery has taken place or further medical assistance has arrived
- reporting details of any treatment provided
- undertaking a weekly check of first aid kits and replenishing them as necessary.

##### Appointed persons are responsible for:

- in the absence of a first aider, taking charge when a person has been injured or falls ill
- calling an ambulance where necessary.

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**4. Procedures**

The following are general first aid-related procedures to be followed by all staff:

- if you are aware that an employee has been taken ill, or has had an accident, call your van supervisor for assistance. You should not attempt to give first aid treatment yourself
- if you need to access a first aid kit for personal use, seek assistance from your supervisor who is a first –aider do not remove first aid equipment from its designated place
- any loss or damage to first aid equipment must be reported to your van supervisor
- if a first aid kit is poorly stocked, this should be reported to your van supervisor
- all van drivers/supervisors are expected to carry a first aid kit with them at all times. They are responsible for its safe-keeping and to keep it adequately stocked. Stocks can be obtained by Itemizing the deficiency on H&SP01 checklist each Friday.

**5. Staff training**

All staff undertaking first aid duties will be given training in accordance with current legal requirements. This means that a first aider will attend an approved Health & Safety Executive course. Our first aid needs assessment has determined that we need at least 11 first aiders who have attended the Emergency First Aid at Work (EFAW) course.

Training is organised by our health & safety manager who also ensures that first aiders attend and annual refresher course and a requalification course every three years.

Our EFAW courses will include the special requirements to deal with Suspension Trauma, which is a risk, associated with our occupation of high-level window cleaning.

It is company policy that appointed persons would be identified to take charge of the first-aid arrangements, when EFAW persons are unavailable.

Where necessary, all line managers and supervisors will be expected to organise shifts and rosters to enable staff to attend first aid training. We will do our best to ensure that sufficient notice of both initial training courses and any requalifications or refreshers are given to managers to assist with this planning.

**6. Information for employees**

We acknowledge that first aid arrangements will only operate efficiently where they are understood, both by employees and others who may be working on our premises. These include part-time and temporary staff. For this reason, information on how to summon first aid is provided for all new staff during their induction.

Each vehicle operated by the organisation is manned by three employees’, one of which, is the van supervisor. The supervisor is an EFAW trained first-aider responsible for your first-aid requirements. If the first-aider is unavailable due to sickness or holiday, the van driver is the appointed person and will take charge when a person has been injured or falls ill & will call an ambulance where necessary.

Information on the current first aiders is included in the organisations H&SP04 employee Information manual. (H&SP04: Page 9).

**The manuals can be found in the following locations:**

Main Office:  
All vehicle glove boxes.

**First aid boxes can be found in the following areas:**

Kitchen Area of Office.  
All Vivaro Vehicles.

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The Workplace (Health, Safety and Welfare) Regulations 1992 (As amended) Amended by The Health & Safety (Miscellaneous Amendment) Regulations 2002.

**WELFARE:**

For the majority of the working week our employees work onsite at our customer’s premises. There are arrangements for our employees to use all the facilities supplied by our customers at their sites.

For employees based at our head office, we provide the following facilities:

**Toilet:** Male and female toilets are provided with lockable doors.

**Wash Facilities:** Male and female wash facilities, with hot & cold water and drying facilities are provided with lockable doors.

**Rest Facilities:** These are provided with drinking, cooking, and storage facilities.

**Lockers:** storage of personal possessions is provided.

Through regular maintenance and cleaning we provide a safe working environment, with correct storage of equipment and waste control. To ensure the facilities are kept to the required standard and in a safe condition, regular office inspections will be carried out (**H&SP09**).

We will provide suitable & sufficient lighting, ventilation, temperature and space as required. All workstations will be provided and designed so they do not present any hazards to our employees and reviewed by our **Display Screen Assessments (H&SP12)**.

**Health & Safety Information Manual (H&SP04)**

To accompany the health and safety policy, the organisation has developed a safety information manual H&SP04 containing all relevant health & safety information & assessments. This manual will be brought to the attention of all employees during their induction training. Copies are provided and kept in all vehicles for future reference; the manual will be reviewed when appropriate.

The purpose of this manual is to provide all employees with the relevant information required, to enable them to carryout their work in a safe manner.

All work must be carried out as instructed in the information contained in this document.

**Replacement copies can be obtained from the office.**

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## The Regulatory Reform (Fire Safety) Order 2005

### **FIRE:**

**When onsite ensure you know the fire and emergency procedures to follow. This will be explained in an induction carried out by the customer.**

When you are at the company head office: As per your induction training (Doc. No. H&SP15)

Emergency evacuation procedure:

- a) The position of all fire alarms will be identified to all employees.
- b) The operation of the fire bell and the sound it makes will be explained.
- c) The position, type and method of operation of fire extinguishers will be explained to all employees.
- d) When fire or smoke is identified. Sound the alarm bell.
- e) The bell is connected to our security company who will immediately notify the emergency services.
- f) Only attempt to fight the fire if you are trained to do so and you are **100% sure** you have a safe means of escape. Then evacuate the premises.
- g) On hearing the fire bell all other employees will immediately evacuate the premises.
- h) Emergency lighting and signs indicate the means of escape.
- i) **Report to the assembly point**, which is in the car park to the front of the offices to be accounted for and receive further information.
- j) **The emergency evacuation procedure** will be practiced at appropriate intervals; the **emergency scene commander** (Stephen Convey) identified in Organisation chart (page 6) is responsible for the identification & implementation of the emergency evacuation procedure. His responsibilities include testing of the procedure & its continual improvement that is identified as a result of the testing.

To ensure our working environment is safe, fire risk assessments will be carried out (**H&SP11**). To ensure the areas continue to remain safe regular fire safety inspections will be carried out (**H&SP10**).

### **EMERGENCY RESPONSE PLAN:**

In the event of an emergency, we have integrated our fire procedure within our emergency response plan (**H&SP25**). This plan covers our emergency response for all foreseeable emergencies within our main office areas. The plan will be implemented & coordinated by the appointed emergency response **commander** (page 6) & all individual areas of the plan will be implemented by the appointed emergency response **coordinators** (page 6). The plan will be practiced when appropriate to ensure the smooth implementation of the plan in the event of an emergency.

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## The Control of Asbestos Regulations 2012

### ASBESTOS:

We understand the risks associated with asbestos fibres and will take all necessary steps to cooperate fully with duty holders to control these risks while carrying out cleaning work at their premises.

Where asbestos containing materials (ACMs) are identified as present we will comply with the site management plan. This plan will be incorporated into our safe working method statement for the work to be carried out. This information will be presented to all employees & the plan discussed prior to the work being carried out.

For your assistance & information our procedure **H&SP30** identification of asbestos. Explains the type of materials that may contain asbestos & the types of asbestos that may be present.

If asbestos is suspected or accidentally disturbed; our emergency asbestos procedure **H&SP29** must be implemented.

Both of these procedures are contained within of **H&SP04 employee's information manual pages 18-20**.

### SUB-CONTRACTORS:

To ensure as far as reasonably practical all sub-contractors are working to the high safety standards that we require. Only Companies who have completed and passed our selection process (**H&SP13**) will be placed onto our approved contractors list. Only Companies who are part of this approved list will be offered sub-contract work.

**SAFETY COMMITTEE:** The Health and Safety (Consultation with Employees) Regulations 1996.

- a) A Company safety committee is appointed to assist in the formation of company safety policy.
- b) The safety committee is made up of designated competent personnel. The employees are representative of all levels of the company.
- c) It will assist in the compilation of risk assessments, method statements, safety procedures, monitoring of procedures, safety control measures and accident reports.
- d) The committee will make recommendations to management to improve health & safety and monitor their effect.
- e) The committee will meet at a frequency of no less than every three months.
- f) Safety committee member are listed within **page 8 of H&SP04 manual**.

### GRIEVANCES:

- a) Employees should bring their grievances directly to their supervisor who will deal with the grievance hopefully to their satisfaction.
- b) If the result is not to your satisfaction or if it is of a personal nature, you may request through your supervisor or directly by telephone a meeting with one of the company partners. An appointment will be arranged where your grievance will be taken very seriously and will be viewed sympathetically. The matter will be dealt with without prejudice in a fair manner.

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**ALCOHOL & DRUGS:**

- a) All employees must strictly adhere to the company alcohol and drugs policy.
- b) Only prescription drugs are permitted providing they do not interfere with an employee’s ability to carry out their work in a safe manner.

**ALCOHOL AND DRUGS POLICY STATEMENT**

1) **INTRODUCTION**

This statement sets out the company’s policy in respect of any employee or sub–contractor whose proper performance of their duties is or may be impaired as a result of drinking alcohol or taking drugs.

It is supported by related codes of practices, guidelines and readily available educational materials.

All persons concerned are to be made aware of this statement and become familiar with its contents.

2) **POLICY**

Convey Bros will take all reasonable steps to ensure that employees or sub-contractors are made aware of the contents of this statement and the implications therein, furthermore, as a responsible employer the company will measure the effectiveness of such procedures.

It is a requirement of Convey Bros that no employee or sub-contractor shall:-

- a) Report or endeavour to report for duty having just consumed alcohol or under the influence of drugs.
- b) Report for duty in an unfit state due to the use of alcohol or drugs.
- c) Be in possession of alcohol or drugs of abuse in the workplace.
- d) Consume alcohol or drugs whilst on duty.

Convey Bros will not tolerate any departure from these rules and will take the appropriate disciplinary action in the event of any infringement.

Sources of support: Alcohol: [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)  
 Substance Misuse: [www.talktofrank.com](http://www.talktofrank.com)

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## **The Electricity at Work Regulations 1989**

### **Portable Electrical Equipment:**

Portable electrical equipment is all of the equipment used in the workplace that has a cable & plug, which can be easily moved around the workplace.

The Electricity at Work Regulations 1989 Regulation 4(2) states: “As may be necessary to prevent danger, all systems shall be maintained so as to prevent, so far as is reasonably practicable, such danger”.

To comply with these regulations and to maintain safe working equipment the organisation has introduced procedures for user checks, visual inspections & inspecting & PAT testing at specified intervals.

The Health & Safety Manager is responsible for the inspection & testing of all portable electrical equipment, he will select a competent sub-contractor to carry out the inspection & testing at suitable intervals, he will record & maintain records of the PAT testing undertaken.

#### **User Checks:**

All users before first use must check the portable electrical equipment they are to use for signs of damage. Check the casing for cracks or breaks, discolouration/burns; damage to operational buttons & any moving parts are secure and move freely, check to ensure any guard is fitted correctly. Check the cable to ensure it does not have any cuts & the wires are not visible; check the plug to ensure it is secured onto the cable and is not damaged. If any sign of damage is identified the equipment is not to be used. Return the equipment to your supervisor who will label the equipment as faulty and remove the equipment from use.

#### **Visual Inspections:**

Formal visual inspections are to be undertaken at intervals agreed with the competent advice provided by our sub-contractor & to best practice. This will vary between different types of portable electrical equipment.

The visual inspection will include the appliance, the cable & the plug. The inspection will look for signs of:

Excessive dust in vents of casing. (suggesting use in poor environment).

Damage to casing, loose screws or parts, moving parts to be secure & move freely.

Burn marks or staining.

Visual damage, cuts, abrasions to the cable covering.

Cable covering is not gripped where it leaves the appliance or enters the plug & the coloured internal wires are not shown.

Cable joints are secured by correct connectors & are not taped.

Damage to the plug, including cracks to the casing & bent pins.

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**Removal of plug cover to:**

Checking correct fuse is installed & all wires are in the correct place & secure.  
 Cord grip is fitted correctly.  
 No bare wires are visible other than in the terminals.  
 Terminal screws are secure.  
 No signs of internal damage or overheating.  
 No signs of entry of dust/dirt or liquid.

If any sign of damage is identified the equipment will no longer be used. The equipment will be identified to the supervisor who will label the equipment as faulty and remove the equipment from use.

**Inspection & Testing:**

Inspection & Testing are to be undertaken at intervals agreed with the competent advice provided by our sub-contractor & to best practice. This will vary between different types of portable electrical equipment. The testing is important, as visual inspections alone cannot identify the lack of a continuous earth critically important to portable electrical equipment that is not double insulated.

**All equipment will be inspected & tested:**

When it is initially purchased.  
 Where there is reason to suspect it is faulty, but cannot be confirmed by visual inspection.  
 After repair, modification.  
 At the specified intervals.

The inspection will be that identified in the visual inspection. The testing will be PAT testing using the appropriate equipment.

The PAT testing of all portable electrical equipment its leads, adaptors & plugs will be recorded & maintained on file, all equipment tested will be labelled and identified with its own unique number with the test date & the date of the next test due.

If any sign of damage is identified the equipment will no longer be used. The equipment will be identified to the supervisor who will label the equipment as faulty and remove the equipment from use.

To ensure all portable electrical equipment is in a safe working condition, **personal** portable electrical equipment is **not permitted** in the workplace.

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## **The Health and Safety (Display Screen Equipment) Regulations 1992**

The company will make suitable and sufficient analysis (H&SP12 Display Screen Assessment) of all workstations and assess the health & safety risks of users and reduce these risks to the lowest extent that is reasonably practicable. These assessments will be reviewed where necessary and changed where appropriate to ensure the risks remain at the lowest extent.

Work activities must be limited to 60minutes, followed by a 10-minute complete break from the use of display screen equipment.

On request from a user or before they becomes a user, the company will provide for an eyesight test, further eyesight tests will be provided at regular intervals. Where this test identifies special corrective spectacles are required. The company will provide these spectacles/costs towards spectacles for use with display screen equipment.

The company will provide all users with suitable training, instruction and information, for the use of display screen equipment.

## **The Health and Safety (Safety Signs and Signals) Regulations 1996**

All appropriate signage is displayed throughout the premises in effective positions. They will be maintained in clean and effective condition. Information instruction & training will be given in the meanings of the signage.

All employees must take the appropriate actions that need to be taken in connection with those signs. This includes all customer signage while working at their sites.

## **The Health and Safety Information for Employees Regulations 1989 The Health and Safety Information for Employees (Amendment) Regulations 2009**

Every employer must display the approved poster. All information must be entered into the appropriate spaces on the poster. Where the information changes the poster must be altered within 6 months.

Our poster is displayed in the main office area, the poster contains the relevant information.

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<b>Authorised By:</b>	<b>S Convey. Partner</b>	<b>Date: 8th January 2021</b>	<b>A</b>

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## **CONVEY BROS.** **EQUAL OPPORTUNITIES POLICY**

Peter & Stephen Convey, trading as Convey Bros are committed to a policy of equality and not to treat one group of people less favourably than others because of their colour, race, nationality, ethnic origin, age, disability, gender, sexual orientation, or religion in relation to decisions to recruit, train or promote employees.

All staff should adhere to the following recommendations; failure to do so could result in a breach of the law.

Every employee has a right to equal opportunity and Convey Bros will strive to provide it. Recruitment is the responsibility of the partners who will take any action to secure equality. Employees will always be appointed according to their suitability for the job without regard to their colour, race, nationality, ethnic origin, age, disability, gender, sexual orientation, or religious group.

Vacancies will be filled in several ways: -

- 1) Advertising in the general press.
- 2) Use of job centres.
- 3) Recommendation by staff.
- 4) Job application letters held on file.

Monitoring of staff is an ongoing thing as weekly meetings with supervisors are held. They should not discriminate against any person for any reason when making work appraisals.

It is unlawful to discriminate against a person and treat them less favourable than others; everyone must be treated in the same manner for similar situations or circumstances.

Any complaint or grievance from members of a particular group will be treated seriously and investigated.

Staff should be aware that discrimination or harassment will not be tolerated and staff carrying out any kind of victimisation will be disciplined.

Any member of staff who feels they have a grievance should first contact their supervisor who must then report to the office in order to arrange a meeting between the employee, Mr Stephen Convey and Mr Peter Convey.

The address and contact details for The Commission for Equality and Human Rights is as follows.

Helpline: England: 0845 604 6610

[www.equalityhumanrights.com/](http://www.equalityhumanrights.com/)

### **Manchester**

Arndale House, The Arndale Centre, Manchester, M4 3AQ

Telephone 0161 829 8100 (non helpline calls only)

Fax 0161 829 8110

[info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)

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## Smoke-Free Policy

**Purpose:** This policy has been developed to protect all employees, service users, customers and visitors to our premises and drivers/passengers of our vehicles from exposure to second-hand smoke. The purpose of this policy is to protect their Health & Safety and Welfare as instructed by the Health & Safety at Work Act 1974 and to assist in the compliance with the Health Act 2006.

Exposure to second hand smoke, referred to as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does-not completely stop potential dangerous exposure.

**Policy:** It is the policy of Convey Bros that all workplaces are smokefree and all employees have the right to work in a smokefree environment. Smoking is prohibited throughout the entire workplace this includes company vehicles. This policy applies to all employees, consultants, contractors, customers or visitors.

**Implementation:** Overall responsibility for the implementation and review of this policy rests with the company health & safety manager, he will inform all new employees (during induction), consultants, contractors, customers and visitors of the policy and their role in the implementation and review of this policy. Supervisors are responsible for the communication and implementation of this policy to all existing employees.

All employees are obliged to adhere to this policy and facilitate the implementation of this policy.

Appropriate “no-smoking” signs will be clearly displayed at the entrances to and within the premises and in all smokefree vehicles.

**Non-Compliance:** Any employee, who does not comply with this policy, may be disciplined. As outlined in GN07 statement of terms of employment DISCIPLINARY AND DISMISSAL PROCEDURE. Those that do not comply with smokefree law may also be liable to a fixed penalty fine and possible criminal prosecution.

**Stop Smoking Help:** The NHS offers a range of services to help smokers give up smoking, for employees who wish help and advice to stop smoking.

Sources of support are:

[www.gosmokefree.co.uk](http://www.gosmokefree.co.uk)

NHS Smoking helpline 0800 169 0 169

Your local GP.

Alternatively you can text “GIVE UP” and your full postcode to 88088 to find your local NHS Stop Smoking Service.

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## **STRESS AT WORK POLICY**

### **1. General statement**

We are a responsible employer and are aware of our duty of care regarding the mental health and welfare of our staff. For this reason, we will take all reasonable steps to ensure that staff is not placed under excessive stress by their work.

### **2. Legal position**

**The Management of Health and Safety at Work Regulations 1999 (As amended)** requires us to assess the risk of stress-related ill health arising from work activities.

**The Health and Safety at Work Act 1974** requires us to take reasonable steps to look after our employees' mental health and welfare. This means that we need to ensure that staff does not have excessive demands placed on them by their job. As bullying, harassment and violence also cause stress, we are required by law to provide a working environment, which is, as is reasonably practicable, free from these influences. However, we are legally entitled to assume that all staff can cope with the normal day-to-day pressures of their job. If this is not the case, then staff have a duty to inform us.

### **3. Definition of stress**

The Health & Safety Executive has defined stress as follows: "The reaction people have to excessive pressures or other types of demands placed on them. It arises when they worry that they cannot cope." In other words, stress occurs when the pressures on a person exceed their ability to deal with them.

### **4. Procedures**

Should any member of staff feel that they are suffering from an unacceptable level of work-related stress, the following procedures should be implemented:

- At first instance, the employee should inform (Steve Burn Health & Safety Manager). He will treat the matter with sympathy and in confidence
- If necessary, we will carry out a stress risk assessment (H&SP34). This will include a review of the employee's actual duties against those described in their job description
- The findings of the risk assessment will be discussed with the employee. If appropriate, changes will be made to their role and or our procedures in order to reduce the levels of stress experienced.
- If appropriate, the employee will be referred to a doctor of the company's choice for a medical assessment. Alternatively, the employee may be offered counselling.

### **5. Non-work problems**

Whilst we are not responsible for causes of stress outside the working environment, we recognize that it can impact on an employee's attendance and work performance. Therefore, we would encourage employees to make us aware of any problems, which are causing them concern.

### **6. Proactive Monitoring:**

**As a proactive measure to control stress at work we will periodically conduct employee stress awareness questionnaires (H&SP35), to identify working practices/procedures that may be changed to improve individual employees working conditions and therefore reducing work related stress.**

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## **POLICY FOR CO-OPERATION & CO-ORDINATION**

Where our employees are requested to share a workplace with employees of another organisation or a self-employed person. It is a legal requirement of The Management of Health and Safety at Work Regulations 1999 (As amended 2003) Regulation 11 that each employer shall:

- Co-operate with the other employer concerned so far as necessary to enable them to comply with the legal requirements.
- Co-ordinate (as far as reasonable to do so) the various measures that have been taken to comply with the law.
- Take all reasonable steps to inform each other of the risks to other employee's health & safety arising out of their own employees work.

We set out to achieve these legal requirements by:

- Risk assessing the nature of the activity, identifying the risks to our employees and others who may be affected by our acts or omissions.
- Putting into place risk control measures to adequately control the risks identified in the risk assessment.
- **Communicating** these risks and control measures to our employees **& the other organisation or self employed person** to inform them of the risks to themselves or their employees.
- All employees will be provided with enough information to enable them to carry out their task safely.
- All staff will be informed of the person in overall charge of the activity (supervising the job) what section of the task is to be carried out and when.
- The task will be supervised by a competent person who will be in receipt of the relevant information about the job they are controlling. Our supervisor will work closely with the competent person of the other employer to ensure all tasks are **co-ordinated to enable them to be completed safely.**

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**AUDITING:**

External auditors audit all of the company’s organisational, health & safety and financial matters on an annual basis. Any recommendations that are suggested are implemented.

**INTERNAL AUDITS:** will be carried out annually on our health & safety policy & procedures (H&SP19). Onsite safety audits (H&SP20) will be carried out periodically to ensure our procedures are being carried out at the point of delivery. To ensure all areas are audited at suitable & sufficient intervals an audit schedule (H&SP21) will be planned for each year.

**Our safety policy will only be successful if every person within Convey Bros actively concerns himself in the health & safety of himself and others. Experience shows that carelessness causes accidents. It is the responsibility of each & every one of us to carry out safe working practices.**

Signed: Stephen John Convey



Partner – Convey Bros

Date of signature: 8th January 2021

**Review Date: January 2022**

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### Revision History

Section	Description of change	Date	Rev	Authorised
<b>All</b>	<b>Third Issue</b> Of Controlled Policy	<b>16<sup>th</sup> May 06</b>	<b>A</b>	<b>P Convey</b>
Pages Various	Altered page numbers that referenced to H&SP04 manual.	15 <sup>th</sup> June 06	B	P. Convey
Page 6	Changes to Roles & Responsibilities	21 <sup>st</sup> July 06	C	S. Burn
Page 4	Addition of TIMS6 to Register	7 <sup>th</sup> Nov 06	D	S. Burn
Page 4	Name change of H&SP02 to Equipment Interim Inspection Book.	18 <sup>th</sup> Dec 06	E	S. Burn
Page 50	Changes to Equal Opportunities policy.	18 <sup>th</sup> Dec 06	E	S. Burn
Page 37	Changes to Company Drivers policy	22 <sup>nd</sup> Dec 06	F	S. Burn
<b>All</b>	<b>Forth Issue</b> Of Controlled Policy	<b>2<sup>nd</sup> Jan 07</b>	<b>A</b>	<b>P Convey</b>
Page 46 Page 47	Inclusion The Regulatory Reform (Fire Safety) Order. Inclusion Control Of Asbestos at Work Regulations	20 <sup>th</sup> Feb 07	B	S. Burn
Page 9 Page 49	Addition to Safety Committee information. Inclusion of Display Screen Equipment.	28 <sup>th</sup> March 07	C	S. Burn
Page 51	Amendment of smoking-free policy	19 <sup>th</sup> April 07	D	S. Burn
Page 4	Addition of H&SP37 Risk assessments method statements daily cleaning	5 <sup>th</sup> Nov 07	E	S. Burn
Page 4	Addition of H&SP36 Corporate Responsibility Policy	5 <sup>th</sup> Nov 07	E	S. Burn
Page 2	Addition of H&SP38 Young Persons Risk Assessment	13 <sup>th</sup> Dec 07	F	S. Burn
Page 3	Amendment to overview	13 <sup>th</sup> Dec 07	F	S. Burn
Page 53	Addition of Policy for Co-operation & Co-ordination	19 <sup>th</sup> Dec 07	G	S. Burn
<b>All</b>	<b>Fifth Issue</b> Of Controlled Policy	<b>2<sup>nd</sup> Jan 08</b>	<b>A</b>	<b>P Convey</b>
<b>All</b>	<b>Sixth Issue</b> Of Controlled Policy	<b>16<sup>th</sup> May 08</b>	<b>A</b>	<b>P Convey</b>
P41,42, 43.	Changes to RIDDOR reporting procedures.	6 <sup>th</sup> Oct 08	A	S. Burn
Page 4	Addition of H&SP39 Tower inspection Checklist	Jan 09	B	S. Burn
Page 4	Addition of H&SP40 risk Assessment Audit Process & Checklist	Jan 09	C	S. Burn
<b>All</b>	<b>Seventh Issue</b> Of Controlled Policy	<b>23<sup>rd</sup> Jan 09</b>	<b>A</b>	<b>P Convey</b>
Page 3 Page 15	Changes to H&SP0 Changes to planning referencing ISO 9001 2000 to ISO 9001:2008	5 <sup>th</sup> June 09	B	S. Burn
Page 46	Changes to Fire	1 <sup>st</sup> Sept 09	C	<b>P Convey</b>
Page 28	Manual handling	2 <sup>nd</sup> Sept 09	D	<b>P Convey</b>
P51, P52	Addition of Portable Electrical Equipment	3 <sup>rd</sup> Sept 09	E	<b>P Convey</b>
Page 46	Changes to First-Aid Policy	15 <sup>th</sup> Oct 09	F	<b>P Convey</b>
Page 55	Changes to discrimination information	22 <sup>nd</sup> Dec 09	G	<b>P Convey</b>
<b>All</b>	<b>Eighth Issue</b> Of Controlled Policy	<b>2<sup>nd</sup> July 10</b>	<b>A</b>	<b>P Convey</b>
Page 3 Page 4	Added H&SP41 to H&S Overview Added H&SP41 to Register	21 <sup>st</sup> Sept 10	B	<b>S Convey</b>
<b>All</b>	<b>Ninth Issue</b> Of Controlled Policy	<b>12<sup>th</sup> May 11</b>	<b>A</b>	<b>P Convey</b>
<b>All</b>	<b>Tenth Issue</b> Of Controlled Policy	<b>17<sup>th</sup> May 12</b>	<b>A</b>	<b>P Convey</b>
Page 36	Changes to CRADLE Work	10 <sup>th</sup> Dec 12	B	<b>P Convey</b>
<b>All</b>	<b>Eleventh Issue</b> Of Controlled Policy	<b>4<sup>th</sup> Jan 13</b>	<b>A</b>	<b>P Convey</b>
Pages 43, 44,45,46,4 748	Changes to RIDDOR procedures to comply with RIDDOR 2013 (01.10.13).	25 <sup>th</sup> Sept 13.	B	<b>P Convey</b>
<b>All</b>	<b>Twelfth Issue</b> Of Controlled Policy	<b>6<sup>th</sup> Jan 14</b>	<b>A</b>	<b>P Convey</b>
<b>All</b>	<b>Thirteenth Issue</b> Of Controlled Policy	<b>2<sup>nd</sup> Jan 15</b>	<b>A</b>	<b>P Convey</b>
Page 6 Page 63	Changes to Organisation Changes to signature dates	12th March 15	B	P Convey
<b>All</b>	<b>Fourteenth Issue</b> of Controlled Policy	<b>25<sup>th</sup> April 16</b>	<b>A</b>	<b>P Convey</b>
<b>All</b>	<b>Fifteenth Issue</b> of Controlled Policy	<b>18<sup>th</sup> Jan 2017</b>	<b>A</b>	<b>P Convey</b>
Pages 6,7,8,10	Changes to Organisation	<b>11th Apr 2017</b>	<b>B</b>	<b>S Convey</b>
<b>All</b>	<b>Sixteenth Issue</b> Of Controlled Policy	<b>14<sup>th</sup> Mar 2018</b>	<b>A</b>	<b>S Convey</b>
<b>All</b>	<b>Seventeenth Issue</b> Of Controlled Policy	<b>22<sup>nd</sup> Jun 2018</b>	<b>A</b>	<b>S Convey</b>
<b>All</b>	<b>Eighteenth Issue</b> Of Controlled Policy	<b>16<sup>th</sup> Jan 2019</b>	<b>A</b>	<b>S Convey</b>
<b>All</b>	<b>Nineteenth Issue</b> Of Controlled Policy	<b>15<sup>th</sup> Jan 2020</b>	<b>A</b>	<b>S Convey</b>
<b>All</b>	<b>Twentieth Issue</b> Of Controlled Policy	<b>8th Jan 2021</b>	<b>A</b>	<b>S Convey</b>

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