

INFORMATION

HEALTH AND SAFETY HANDBOOK FOR EMPLOYEES

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**OUR COMPLIANCE, ACCREDITATION,
AND EXPERIENCE MAKE US AN IDEAL
CHOICE FOR CONTRACTORS**



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INTRODUCTION

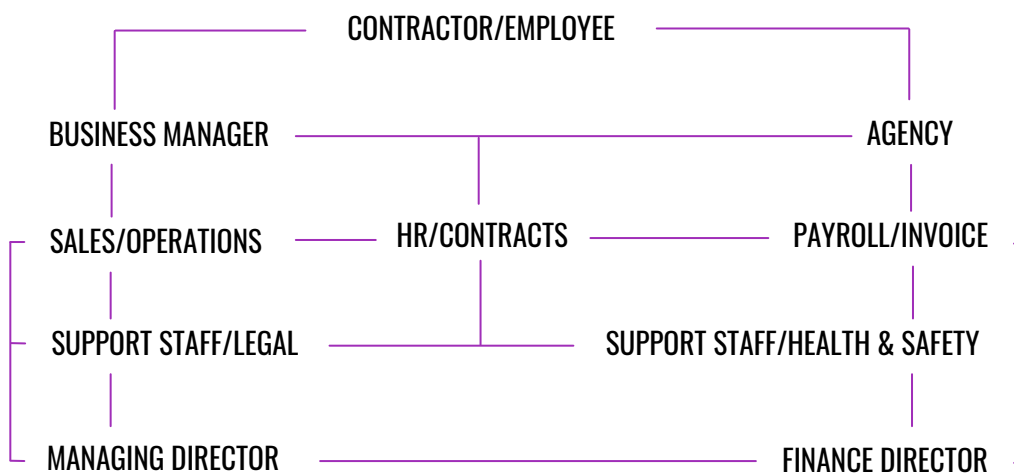
This booklet has been written to provide some basic guidance on Health and Safety and highlight some of the more important issues in the workplace.

It does not supersede any written or verbal instructions given by the Company or Managers.

The health and safety of everyone is the concern of both the individual and the Company. Both have a legal and moral obligation to ensure that the highest standards are maintained in all company areas.

This booklet contains safety precautions to help keep you and your colleagues free from accidents/incidents and provide general information on other health and safety issues.

THE HEALTH & SAFETY MANAGEMENT STRUCTURE WITHIN SMARTWORK



GENERAL RESPONSIBILITIES

SmartWork requires all employees to set a personal example and to take care of their own health and safety and that of others who may be affected by their acts or omissions whilst at work.

Management will promote and encourage safety awareness of all workers under their control.

All employees should be suitably qualified and experienced in the trade they are employed to carry out.

SmartWork encourages all managers to effective consultation and communication on health and safety issues amongst personnel via regular meetings, through the Health and Safety Committee and annual appraisals or job chats.

All employees are responsible for implementing the Company's Health and Safety.

INDIVIDUAL RESPONSIBILITIES

CONTRACTOR / EMPLOYEE

- Ensuring your levels of training and experience is suitable for the work to be undertaken or report any further training needs.
- Ensuring the Client has a Health and Safety policy in place.
- Ensuring the Client/site will be responsible for your health and safety while operating on the Client's site.
- Ensuring you make yourself available for site inductions or any other additional training that may be relevant to your role.

- Reporting all accidents, dangerous occurrences, diseases and near misses to SmartWork and Site / Line Manager. Where an investigation will be completed and corrective actions are taken, and risk assessment revised and re-distributed where applicable.

SALES AND OPERATIONS MANAGER

The Sales and Operations Manager within SmartWork is accountable to the Managing Director for fulfilling the following responsibilities concerning health and safety and for providing feedback to Senior Management and the review team.

Specific responsibilities in the SmartWork Office:

- Promoting and maintaining a culture of health and safety and health and safety awareness throughout the office.
- Ensuring all employees receive an induction that defines the safety and welfare structure of the office/ workplace.
- Taking a proactive approach to health and safety within the office environment and with the personnel they manage.
- Ensuring all equipment is maintained in good order, and that regular tests and inspections are carried out on workstation equipment and safety equipment under their control.
- Undertaking or monitoring regular risk assessments and ensuring any hazards identified are promptly and effectively removed or controlled.
- Ensuring new activities are risk assessed before those activities being undertaken.
- Ensuring visitors are monitored and made aware of the safety arrangements within the office.
- Encouraging a culture of good housekeeping within the office.
- Attending Health & Safety meetings.

- Ensuring all accidents, incidents, near misses, and dangerous occurrences are suitably recorded, investigated correctly, action is taken and risk assessment revised and re-distributed where applicable.
- Providing an “open door” policy to employees with health and safety concerns.
- Ensuring specific training is required for each role and that training is reviewed within the given timescale.
- Leading by example.

BUSINESS MANAGER

The Business Managers within SmartWork are accountable to the Managing Director for fulfilling the following responsibilities concerning health and safety and in providing feedback to the Sales and Operations managers.

Specific responsibilities are:

- Promoting and maintaining a culture of health and safety and health and safety awareness throughout the office.
- Ensuring all personnel receive an induction that defines the safety and welfare structure of the office.
- Taking a proactive approach to health and safety within the office environment and with the personnel they manage.
- Ensuring all equipment is maintained in good order and that regular tests and inspections are carried out on workstation equipment and safety equipment under their control.
- Undertaking or monitoring regular risk assessments and ensuring any hazards identified are promptly and effectively removed or controlled.
- Ensuring new activities are risk assessed before those activities are undertaken.
- Ensuring visitors are monitored and made aware of the safety arrangements within the office.

- Encouraging a culture of good housekeeping within the office.
- Ensuring all accidents, incidents, near misses, and dangerous occurrences are suitably recorded, investigated correctly, action is taken, and risk assessment revised and re-distributed where applicable.
- Providing an “open door” policy to employees with health and safety concerns.
- Leading by example.

AGENCY

Recruitment Agencies are responsible for fulfilling the following concerning health and safety and providing feedback.

Specific responsibilities are:

- Employ a competent person in each role they recruit for.
- Request and Cascade health and safety information from the workplace and to SmartWork.
- Lead by Example

PAYROLL / INVOICE MANAGER

Payroll and Invoice Managers are accountable to the Managing Director for fulfilling the following responsibilities concerning health and safety and providing feedback to the Sales and Operating manager.

Specific responsibilities are:

- To take care of their own health and safety and that of others who may be affected by their acts or omissions whilst at work.
- Management will promote and encourage safety awareness of all workers under their control.

- Cascade H&S information to employees.
- Ensuring that their workstation is maintained in a clean and safe manner and generally assisting in maintaining a safe environment throughout the office / Site location.
- Reporting and concerns around timesheets and the Working Time Directive.
- Statutory holidays are taken and used from a health and safety point of view.
- Setting a good example.

HR / CONTRACTS TEAM

The HR Manager within SmartWork is accountable to the Managing Director for fulfilling the following responsibilities concerning health and safety and for providing feedback to the Sales and Operating Manager.

Specific responsibilities are:

- To take care of their own health and safety and that of others who may be affected by their acts or omissions whilst at work.
- Management will promote and encourage safety awareness of all workers under their control.
- Cascade H&S information to employees
- Ensuring that their workstation is maintained in a clean and safe manner and generally assisting in maintaining a safe environment throughout the office / Site location.
- Operating VDU and other office equipment safely and in accordance
- with recommended working practices.
- Reporting hazards or health risks to the Office Manager/Line Manager.
- Assisting site-based personnel in operating safely, where practical.
- Ensuring that contracts are in place.
- Setting a good example.

SUPPORT STAFF / LEGAL

The Company Solicitor within SmartWork is accountable to the Managing Director for fulfilling the following responsibilities concerning health and safety and for providing feedback to the Sales and Operating Manager.

Specific responsibilities are:

- Ensuring that insurance cover is in place, both statutory and general and that a copy of the insurance cover is clearly displayed.
- Ensuring that contracts are in place.
- Promoting and maintaining a culture of health and safety and health and safety awareness throughout the office.
- Leading by example



SUPPORT STAFF / HEALTH AND SAFETY

The Health and Safety Officer within SmartWork are accountable to the Managing Director for fulfilling the following responsibilities concerning health and safety and for providing feedback to the Sales and Operating Manager.

Specific responsibilities are:

- Ensuring health and safety standards are communicated across the business and responsible for supporting the development of a positive safety culture within SmartWork.
- Supporting health and safety training programme development by working with the Sales and Operations Manager.
- Providing action planning, risk assessment and accident investigation support in line with requirements to investigate all RIDDOR reportable accidents.

- Providing an “open door” policy to personnel with health and safety concerns.
- Leading by example.

CODE OF PRACTICE - GENERAL SAFETY AND CONDUCT OF EMPLOYEES

- Employees must conduct themselves in such a manner in their work so as not to expose themselves or others to risk. To this end, the Safety Policy is a document that should be read, understood and implemented by all employees.
- Staff must not promote or participate in horseplay, pranks or practical jokes which may result in an accident or injury.
- Managers, who have specific responsibilities for Health and Safety, must ensure their responsibilities are carried out. Their failure to do so may leave them liable to criminal and/or civil legal action.
- Employees must use all safety equipment and wear protective clothing, safety footwear etc. issued to them by the Company, as instructed. This is a legal requirement.
- Employees must observe the Health and Safety Rules at all times. Failure to do so may make you personally liable to legal and disciplinary action.
- All employees shall immediately report any unsafe practices or conditions to their Line Manager.
- Any person whose levels of alertness and/or ability are reduced due to illness or fatigue WILL NOT be allowed to work if this might jeopardise the health and safety of that person or any other person.

- Employees shall not adjust, move or otherwise tamper with any electrical equipment, machinery or air or water lines in a manner not within the scope of their duties unless instructed to do so by a senior staff member.
- All waste materials must be disposed of carefully and in such a way that they do not constitute a hazard to other workers or the environment.
- No worker should undertake a job which appears to be unsafe.
- No worker should undertake a job until he or she has received adequate safety instruction and is authorised to carry out the task.
- All injuries must be reported to a Manager or a delegated representative.
- Employees should ensure that all protective guards and other safety devices are correctly fitted and in good working order. Immediately report any deficiencies to the Line Manager.
- Work should be well planned and supervised to avoid injuries in the handling of heavy materials and while using the equipment.
- No employees should use chemicals without the knowledge required to work with those chemicals safely.

WHAT IS HEALTH AND SAFETY?

HEALTH AND SAFETY ARE ALL ABOUT PREVENTING ACCIDENTS AND THE INJURIES THEY CAUSE AND KEEPING EVERYONE SAFE AND HEALTHY WHEN AT WORK, WHILST ENCOURAGING ATTITUDES THAT PROMOTE SAFE WORKING PRACTICES AND AWARENESS OF SAFETY ISSUES.

The most important Health & Safety Law is the **Health and Safety at Work Act of 1974**. The purpose of this act was and is to provide a framework by which all companies can secure the health, safety and welfare of all their employees and other people on their sites, including members of the public.

EMPLOYER'S DUTIES UNDER THE ACT:

- Make assessments of all significant risks within the workplace.
- Supply safe plant, tools, equipment and working practices.
- Make safe arrangements for the use, handling, storage and transport of all articles and substances.
- Provide information, instruction, training and supervision.
- Provide safe entrances and exits from the workplace.
- Provide a safe working environment.
- Supply suitable personal protective equipment, where necessary.

DUTIES OF EMPLOYEES UNDER THE ACT:

The employee's duties under this Act are equally as important as the employer's. Employees have a legal duty to comply with the following:

- To be responsible for their own safety and to ensure that their actions do not cause accidents or injuries to other people.
 - Not to interfere with anything provided in the workplace for safety purposes.
- Report any hazardous situations that come to their notice immediately.

HEALTH AND SAFETY ARE NOT JUST MANAGEMENT'S RESPONSIBILITY; IT IS EVERYONE'S. WE ALL HAVE A DUTY TO LOOK AFTER OURSELVES AND EACH OTHER, TO ENSURE THAT EACH DAY AT WORK IS A SAFE DAY.

FIRE SAFETY AND EMERGENCY EVACUATION PROCEDURE

IF YOU DISCOVER A FIRE:

1. Alert other employees within your workplace.
2. Leave the building and go to your Assembly Point.
3. Activate the Fire Alarm.
4. Stay at the Assembly Point until advised by the Fire Brigade Officer in charge that it is safe to re-enter the building.

IF YOU HEAR THE FIRE ALARM:

1. Shut windows and doors to prevent the spread of smoke and fire, but only if they are very close to you.
2. Report to your Assembly Point, and ensure you have been counted.
3. Evacuate the building by the nearest safe exit.
4. Remain at the Assembly Point until advised by the Fire Brigade Officer in charge that it is safe
5. to re-enter the building.

DO NOT:

1. Delay or query the alarm.
2. Use the lift

FIRE MARSHALS:

Your department may have a nominated Fire Marshal. Please ask him/her where the Fire Exits and Evacuation Routes are the location of your Assembly Point in the event of a fire or fire alarm.

REMEMBER, PROMPT EVACUATION MAY SAVE LIVES

ACCIDENTS AND HOW TO AVOID THEM

AN ACCIDENT

is an unwanted, unplanned event that results in personal injury or damage to property or equipment.

A NEAR MISS

is an incident that does not result in injury or damage but could have, and so highlights a potential to cause an accident if the conditions continue to exist.

KEY POINT

All accidents, no matter how minor, **MUST BE** reported so that the cause of the accident can be established and action is taken to prevent a recurrence.

FACT

More accidents in the workplace are caused by thoughtlessness, carelessness or general poor regard for safety, than any other reason.

We are all potential accident victims, and the consequences can range from minor inconvenience to disability or death. The repercussions of accidents on a personal level can be catastrophic as well as causing disruption and cost at work.

IMPORTANT POINTS:

All employees must accept responsibility for their own work area. This means being alert to potential hazards such as trailing cables or materials stored on high shelves. Whenever possible, you should do something about it; if you can't, **REPORT IT!**

Do not place packaging, furniture etc. in front of Fire Extinguishers or Fire Exits or cluttering the work area, causing trip hazards.

Employees may be required, depending on the task involved, to wear the appropriate protective clothing and use safety equipment and approved safety devices at all times.

Where you have identified a potential safety hazard, take steps as soon as possible to reduce the risk. If for any reason you realise you are placing your own safety in jeopardy, stop and seek guidance from your Manager or Safety Representative.

ACCIDENTS AND NEAR MISS REPORTING

Despite striving to minimize the risk of accidents or related incidents in the workplace, problems will occasionally arise. In the event of an accident occurring to yourself or a colleague, please ensure that you are aware of both the first-aid arrangements and accident reporting procedures.

All accidents/incidents, however minor, should be reported to the Line Manager (or, in the event of an injury to a First Aider).

If in any doubt about the reporting procedure, please contact the Business Manager.

Major injury or notifiable absence reported to HSE by H&S officer Copies sent to SmartWork Business Manager & H&S Officer.

If anyone fails to report an accident, incident, or near-miss, SmartWork reserves the right to take disciplinary action.

All accidents are investigated so that causes can be identified, assessed, and corrective actions put in place.

FIRST AID

All workplace locations should have adequate first aid trained staff on-site. The trained First Aiders are available at all times to provide basic first aid in the event of an injury or other illness.

KEY POINTS:

- You should familiarise yourself with the arrangements specific to the area or site where you work.
- Information giving names and locations of trained First Aiders is normally displayed on the notice board.
- If you are in doubt about whom to contact in the event of an incident, check with your Manager.
- If a First Aider cannot be contacted, ring the Public Access Telephone System (999 or 112).
- Inform your Business Manager should be contacted, and they will arrange for one to be sent.

Remember: When contact with a First Aider or Emergency services is established, give your name, outline the problem and then clearly explain where you are.

OFFICE HEALTH AND SAFETY

Offices contain many pieces of furniture and electronic equipment that can give rise to injury and health risks if not used properly. (See Electrical Safety, Manual Handling and Housekeeping sections of this handbook).

However, a large section of the risks in the office revolves around the use of Computers and VDUs.

Information on the use of VDUs and their associated Workstations are given as part of the workplace induction.

If any help or advice is required on this or any other office Health and Safety issues, contact your Line Manager or SmartWork Business Manager.

DISPLAY SCREEN EQUIPMENT

DSE ASSESSMENT:

As a result of desk relocation or if you experience any discomfort from your workstation, you may be required to complete a DSE assessment within your place of work.

REDUCING THE RISK OF MUSCULOSKELETAL PROBLEMS:

Set up your VDU screen:

- About half a meter or so from your face.
- With the top line of the display just below your eye level.
- At a comfortable angle that doesn't strain your neck and eliminates backlight glare.

Set up your document holder:

- At the same height as the screen.

Set up your keyboard:

- Tilted at a comfortable angle that allows easy access to all keys.
- Keep your wrist as straight as possible and your elbows at a 90-degree angle.

Adjust your Chair:

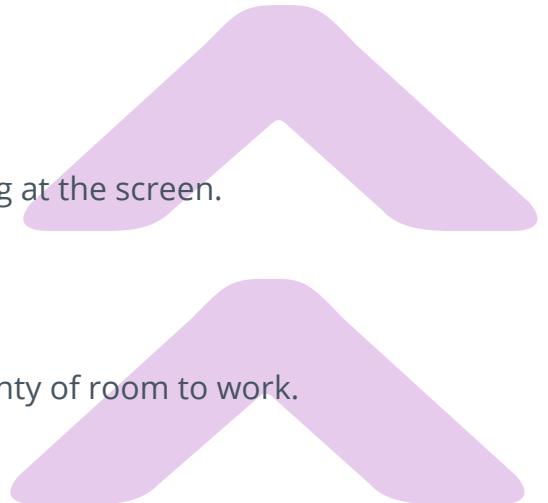
- So that your back is supported.
- So that your arms are at right angles to the desk and your legs and feet are at right angles to the floor.
- Consider a footrest where appropriate.

Take activity breaks:

- Short and frequent breaks from typing and looking at the screen.
- Before the onset of fatigue.

Try to organise your work surface:

- Place your books, files and phone so you have plenty of room to work.
- With enough room to move your legs underneath.



DRIVING - OCCUPATIONAL ROAD RISK

All employees that drive in the course of your assignment should acquaint themselves with the following advice and recommendations.

SmartWork does require copies of your current Driving License, MOT certificate, and Insurance which needs to include Business use if you are claiming Business mileage as a Business expense.

MOBILE PHONES USE IN VEHICLES

The use of mobile phones whilst driving can seriously affect the overall ability to drive safely, and therefore, SmartWork discourages the use of mobile phones whilst driving. It is illegal to use a handheld phone whilst driving, and use could result in prosecution for careless or dangerous driving.

If you have a hands-free kit and are in full control of the vehicle, they consider whether it is safe to dial/receive the call and keep the call short. Ideally, you should pull over safely and turn off the engine.

Texting at the wheel is strictly prohibited by law.

No Calls should be initiated by an employee driving unless in an emergency situation.

It is best not to use a mobile phone while driving, and it should only be used if it is safe and legal to do so.

SECURITY AND TRANSPORTING ITEMS OR EQUIPMENT OR TOOLS

All equipment or tools should be securely stored and not kept in view. NO loose items are to be kept on the back seat as they may fly off if you are in a collision.

ADVICE FOR DRIVERS:

Get your eyes tested at least every two years. If you notice any deterioration, get tested immediately and inform your manager. This is especially important if you are over 50. If you are taking medication or suffer from any medical conditions, check with your doctor if it could affect your driving or vision.

DRIVING AT NIGHT:

Look slightly to the left of oncoming traffic to avoid suffering from glare which can take time to recover. Never use tinted glasses or sunglasses if driving at night or in gloomy weather.

VEHICLE SAFETY CHECKS

Regular servicing will ensure good overall reliability, but it should not be the only time the car is checked over. (This is part of your responsibility to maintain your own vehicle).

Perform **P O W D E R** checks regularly:

Petrol – Make sure you have enough fuel for your journey. (Diesel/Petrol)

Oil – Ensure you have enough. Checking is simple; just look for the dipstick under the bonnet. Check brake fluid levels too. If unsure where these are, ask someone or consult your car manual.

Water – Make sure you are not running too low and that you have sufficient anti-freeze concentration. 50% – Windscreen washers (it is **ILLEGAL** to have an empty reservoir).

Damage – Checking for damage, especially if it's a hire car, is important; report this before driving to ensure you are not liable. Also, look for things that could be a hazard to you, such as dials that are not functioning, damaged windscreen wipers or free play in the steering when being turned.

Electrics – Make sure all the lights, indicators and horn work. Ensure lights and number plates are clean. Ensure there are no warning lights on your dash. Fix any faults immediately.

Rubber – Car tyres must have a tread depth of at least 1.6mm across the central 3/4 of the breadth of the tread and around the entire circumference and that the tyres are in no way damaged (cuts and bulges); remember to check the tyre pressures before a journey when your tyres are cold, (some cars are fitted with warning lights). Also, check the condition of the windscreen wiper blades.

DRIVING - ACCIDENTS, DISTRACTIONS, FATIGUE & EYESIGHT

ACCIDENTS:

All accidents which occur whilst on company business should be reported within 24 hours of the event or as soon as practicable on 0800 434 6446.

- Vehicle damage, no matter how minor, should also be reported (company cars only).
- Report to Line Manager on any type of work-related car accident even if you are driving your own vehicle at the time.

DISTRACTIONS & FATIGUE:

- DO NOT eat and drink whilst driving; it is as great a distraction as answering your phone.
- Plan your journey so that breaks can be taken every 2 hours.
- Driving when tired significantly increases the risk of having an accident.
- When drivers feel sleepy, instead of fighting it, they should stop at the nearest safe place.
- Stop and park safely.
- Have high energy or caffeinated drink.
- Set their alarm or mobile phone.
- Drivers should not drive for more than 2 hours without having a break.
- Take a 'power nap' for not more than 15 minutes.
- Do Not drive until fully alert.

MANUAL HANDLING

Adopting the correct procedure to lift and carry can considerably reduce the risk of injury. Manual Handling (pushing, pulling, supporting of a load by bodily force) should be avoided whenever possible. Where it is impossible to avoid this, correct lifting procedures **MUST** be used. Lifting, moving and carrying objects incorrectly are major causes of various injuries (strains, sprains, fractures and hernias), but the main area is the lower back.

ALWAYS:

1. Examine the object to be lifted.
2. Plan how you will get the object to its destination.
3. Ask for assistance if necessary.
4. Use any mechanical aid provided, e.g. sack trucks.
5. Plan the operation and your route
6. Bend knees and keep back straight
7. Use the whole hand to grip the object
8. Keep object/load close to the body
9. Use leg muscles to lift the weight
10. Look to the front, do not twist
11. Keep chin to chest to lock the spine
12. Wear appropriate clothing



AVOID LIFTING OR MOVING ANYTHING BY BENDING FROM THE WAIST AT ALL TIMES.

As an employee, you have a responsibility in the workplace to carry out your manual handling duties both safely and in an orderly manner by using the **TILE** Principle:

T the Task - Plan the lift; where is the load to be placed; what manual handling aids are available; do I need help?

I the Individual - Your own capabilities. Are you fit and well to carry out manual handling activities today?

L the Load - Visibly assess all parts of the load, be it a box, drum or pipe section. Can the load be made lighter, make it easier or smaller to handle, make it more stable, and make it easier to grasp by holding it close to the body.

E the Environment - Remove space restraints such as tripping hazards this allows room to manoeuvre. When working at different heights - use properly maintained staging or s

HOUSEKEEPING - SLIPS, TRIPS & FALLS

Slips, trips and falls are the most common cause of injury in the workplace. The main causes of slips, trips and falls are:

- Poor Housekeeping
- Poor Design
- Poor Maintenance of Flooring
- Poor Walkways and Steps
- Poor Lighting Conditions
- Poor Workplace Layout

Every employee should demonstrate good housekeeping at all times, i.e. eliminate material/wires likely to obstruct, provide containers for refuse, and operate a "clean as you go" policy.

THE BIGGEST REASON FOR SLIPS, TRIPS AND FALLS IS NOT PAYING ENOUGH ATTENTION TO OUR ACTIONS AND THE HAZARDS AROUND US. THE TRICK IS RECOGNISING HAZARDS QUICKLY, ELIMINATING UNSAFE CONDITIONS AND KEEPING AN EYE OUT FOR THE UNEXPECTED.

ELECTRICAL SAFETY

Electricity is generally very safe. But electricity can be dangerous and sometimes fatal if taken for granted. Misusing electrical appliances through ignorance or neglect can lead to fires and property damage. Electricity has been found to be a major cause of property fires.

IF YOU FIND A DEFECT IN ANY EQUIPMENT, DO NOT USE IT AND CERTAINLY NEVER TRY TO FIX IT YOURSELF - GET A QUALIFIED ELECTRICIAN TO REPAIR IT.

DO NOT:

- Use equipment improperly - if you are not sure, ask for instructions
- Use faulty equipment - get it attended to.
- Trail wires across the walkways.
- Overload sockets or use multi-plugs into multi-plugs.
- Pull on cables or pick up appliances by their cable.
- Use any equipment with frayed or makeshift wiring, badly wired plugs, or the wrong fuse.

All portable electrical appliances are regularly checked for safety and electrical integrity. No electrical equipment is to be brought from home for use at work. In exceptional circumstances, where this is authorised, the equipment must be tested by a competent electrician.

ELECTRICAL ACCIDENTS:

In the case of an electrical accident, speed is essential; know what to do in advance. Switch the current off, remove the plug, or pull the cable free. If this is impossible, stand on some dry insulating material, and using a piece of dry wood, folded newspaper or rubber, attempt to break the contact, e.g. by pushing the casualty's limb away.

DO NOT touch the casualty with your hands whilst still in contact with the Power. Seek first-aid assistance at once. Only administer first aid if you are trained to do so, and provided any such attention is not going to place the injured person in greater danger or discomfort.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Substances used on site present potential health hazards as they, their vapours or dust, may be harmful on ingestion, inhalation or skin contact.

They may produce toxic fumes or violent chemical reactions by mixing with water or other chemicals.

Their storage may increase the risk of fire.

To avoid any risk to health and safety or the environment, all employees that need to use, or could be affected by. A substance should be shown on the relevant Assessment Sheet and instructed on the specific precautions necessary for safe working.

More specific training will be given to groups of employees relative to their needs within your workplace, i.e. Technicians, Operatives, on induction to the Company or Department within your workplace.

COSHH SYMBOLS:



TOXIC

TOXIC - Cause of death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.

Safety Precautions:

1. Wear suitable protective clothing, gloves and eye/face protection.
2. After contact with skin, wash immediately with plenty of water and seek medical advice.
3. In case of an accident or if you feel unwell, seek medical advice immediately.



CORROSIVE

CORROSIVE - Substances and preparations which may destroy living tissue on contact.

Safety Precautions:

1. Wear suitable protective clothing, gloves and eye/face protection.
2. Take contaminated clothing off immediately.
3. In case of contact with skin, wash immediately with plenty of water.
4. In case of contact with eyes, rinse immediately (for 15 minutes) with plenty of water and seek medical advice.



HARMFUL

HARMFUL - May cause death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.

Safety Precautions:

1. Do not breathe vapour/spray/dust.
2. Avoid contact with skin.
3. Wash thoroughly before you eat or drink, or smoke.
4. In case of contact with eyes, rinse with plenty of water and seek medical advice.



IRRITANT

IRRITANT - Non-corrosive substances which, through immediate, prolonged or repeated contact with skin or mucous membrane, may cause inflammation.

Safety Precautions:

1. In case of contact with skin, wash immediately with plenty of water.
2. In case of contact with eyes, rinse immediately (for 15 minutes) with plenty of water and seek medical advice.
3. Do not breathe vapour/spray/dust.
4. Avoid contact with skin.



**ENVIRONMENTAL
HAZARD**

DANGEROUS FOR THE ENVIRONMENT

Applies to any substances that, where they enter into the environment, might present an immediate or delayed danger to the environment.

Substances are assessed on both their effects to aquatic and non-aquatic ecosystems.

RISK ASSESSMENT

All significant risks that exist in the workplace must, by law, be assessed and appropriate control measures put in place to reduce these risks to the lowest level.

You may be requested to participate in the Risk Assessment process by identifying hazards or reviewing or commenting on the control measures introduced. The actual assessments will be recorded, and it is the responsibility of the workplace to ensure that they are full and comprehensive.

If you have any comments and observations regarding Health and Safety in general or Risk Assessments in particular, please pass them on to your Line Manager or Supervisor in your workplace.

BEFORE COMMENCING ANY TASK, RISK ASSESS IT!

LONE WORKING - PERSONAL SAFETY

AVOID RISK:

- Avoid confrontation; defuse a potentially violent situation.
- When out of the office, make someone aware of your movements and when you expect to finish.
- Inform someone if your plans change.
- Never assume it won't happen to you, be aware of your surroundings if you feel uneasy, ACT ON IT.
- When using cash machines and/or shop card readers, protect your PIN at all times.
- Use cash machines in daylight hours and secure locations if possible.

AT HIGH-RISK LOCATIONS:

- There is an increased risk of personal attack in unfamiliar areas/premises, especially during hours of darkness or when carrying expensive equipment. Do not leave valuable items on display or unattended.
- Your personal safety is at greater risk when travelling alone or in overcrowded conditions on public transport.
- Be aware of persons acting suspiciously and keep all items secure.
- Ensure that you have emergency contact numbers programmed into your mobile phone. You may enter telephone numbers of persons you would like to be contacted In Case of Emergency (ICE) using the prefix ICE 1, ICE 2, ICE 3 etc.

NEW AND EXPECTANT MOTHERS

In line with current regulations, the Company will take particular account of risks to new and expectant mothers.

Upon receipt of formal notification of pregnancy, a risk assessment will be conducted by your Business Manager or Health & Safety Officer to ascertain risks to which the new or expectant mother will be exposed and which represent an additional risk because of the pregnancy or recent birth.

Further information on this can be obtained from the Pregnancy and Maternity policy or through your Business Manager.

STRESS AWARENESS

OVERVIEW

Stress is not an illness, it's a state, but it's a state that can contribute to a great many illnesses. In fact, more working days are lost due to stress than for any other single reason.

Stress Awareness places a positive step to PREVENT stress; it looks at how to stay in control when the pressure is mounting and highlights the tell-tale signs to help you recognise if there is a problem before it becomes serious; Being able to recognise that putting themselves under too much pressure - be it from work or home life. Change the routine and learned behaviours to allow a better and more productive working life.

WHAT IS STRESS?

Stress is the name given to the reaction that people have to excessive pressure or other types of demands made on them. It arises when we cannot or believe we cannot cope with things.

Pressure can have positive effects, but when this pressure goes on over a long period, or there are lots of pressures at the same time, this pressure can turn into stress.

A lack of pressure can be a problem; we must be challenged to work at our best. Boredom can be a massive cause of stress!

Pressure can also prove useful in creating an environment where we are motivated and work more effectively, allowing us to function at a higher level.

Problems can occur when there's too much pressure over too long a period or lots of different pressures simultaneously, and it can be difficult to recognise when these pressures become stress. Stress will almost always have a detrimental effect on your work.

The Health and Safety Executive has produced guidelines for managing stress in the workplace, and they highlight these areas which are considered when creating risk assessments for work-related stress:

- The DEMANDS of your job.
- CHANGE and how it is managed.
- Your RELATIONSHIPS at work.
- The SUPPORT you receive from colleagues and managers.
- Your ROLE in your workplace.
- And your CONTROL over your work.

You may be asked to help with your Smartwork assessments. Remember, we are your employer and we are here to help.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

It is intended that hazards will be eliminated at the source, however, where this is not possible, and residual risk of personal injury remains, Personal Protective Equipment will be provided.

Where a risk has been identified appropriate PPE will be provided. If appropriate equipment is not available your Manager should be informed immediately.



Gloves



Safety Glasses



Overalls



Safety Shoes



Hard Hat



High Visibility Vest



**Ear Plugs/
Protectors**

SAFETY REPRESENTATIVES/SAFETY COMMITTEES

'Safety is everyone's business, every employee contributes towards making a safe working environment. Within SmartWork, a Health and Safety Committee exists, as a means of passing comments and information about Health and Safety from the workplace to the management structures and vice versa.

TRAINING

Every individual shall receive such training as is required to enable them to undertake their obligations towards effective health and safety.

All personnel shall receive general site induction and safety training at the commencement of their contract.

Training shall be an ongoing process to achieve effective health and safety.

Induction should cover but will not be limited to the following:

- Fire and emergency procedures
- First-aid arrangements
- Welfare arrangements
- Arrangements for consulting employees on health and safety
- Arrangements for raising health and safety concerns
- Accident and incident reporting
- Health and Safety Rules

ENVIRONMENT

ENERGY CONSERVATION

Energy usage within most offices will principally be electricity. Using energy in all forms has a major impact on the environment. Wasteful use of energy cannot be justified in environmental or economic terms.

Typical control over energy usage within offices is as follows:

- Turning off the lights if they are not needed.
- Turning off dripping taps.
- Not using air conditioning if not required.
- Turning off air conditioning and lights when closing the office in the evening.
- Offices were possible to use low-energy light bulbs.

These arrangements should be covered within the Individual sites during your induction.

USE OF PUBLIC TRANSPORT

Where possible, it is encouraged to use public transport when travelling to and from work and whilst on company business where practical.

WORKING AT HEIGHT

The Work at Height Regulations 2005 as amended by the Working at Height (Amended Regulations 2007). These Regulations apply to everyone working at a height where there is a risk of a fall liable to cause personal injury. They place duties on employers, the self-employed and any person who controls the work of others.

AS PART OF THE REGULATIONS, DUTY HOLDERS MUST ENSURE:

- All work at height (including working below ground) is properly planned and organised.
- Those involved in work at height are competent.
- The risks from working at height are assessed, and appropriate work equipment is selected and used.
- The risks of working on or near fragile surfaces are properly managed.
- The equipment used for work at height is properly inspected, maintained and records kept.

There is a simple hierarchy for managing work at height and selecting the appropriate access equipment.

DUTY HOLDERS MUST:

- Avoid work at height where possible, for example, doing the work from ground level.
- Use work equipment or other measures to prevent falls, where work at height cannot be avoided.
- Use work equipment or other measures to minimise the distance and consequences of potential falls, where the risk cannot be eliminated.

EQUIPMENT USED FOR WORKING AT HEIGHTS

Equipment must be inspected. This inspection should take place:

- Before first use.
- before ascent or working at height.
- Every six months, through examination by a competent person.

When not in use, all equipment is to be stored following the manufacturer's instructions. This will be in a protected area that is not contaminated, damaged or unsecured where it could be used by untrained personnel.

Any item of safety equipment which has been subjected to a fall or has been damaged must be immediately withdrawn from use, marked accordingly, and returned for examination by a competent person. Before being put back into use, the item shall be recertified by the competent person as suitable for further use.

NON-IONISING RADIATION AND ELECTRICAL HAZARDS

BEFORE ANY WORK AT HEIGHT IS UNDERTAKEN, ALL PRACTICABLE PRECAUTIONS SHALL BE TAKEN TO ELIMINATE DANGER DUE TO LIVE ELECTRICAL CABLES OR APPARATUS LIABLE TO BE A SOURCE OF DANGER.

All potential hazards in the work area will be stated in the risk assessment. All personnel must assume that all electrical apparatus is live unless they have been specifically notified that it has been switched off.

No climbing, work, or inspections on radio sites shall occur in areas where a calculated radiation hazard exceeds the investigation levels recommended by the International Council for Non-Ionizing Radiological Protection (ICNIRP).

COMMON HAZARD, WARNING AND CHEMICAL SAFETY SIGNS



No Smoking



Speed Limit



Pedestrians Prohibited



Not Drinking Water



No unauthorised Access



Fire Alarm



Break Glass in Event of Fire



Fire Extinguisher



Fire Point



Fire Hose Reel



First Aid



Fire Exit



Assembly point



Assembly point



Emergency Shower



Fire Action



Emergency Stop



Eye Wash Station



Drinking Water



Wear Gloves



Keep Door Locked



Warning/Danger



Danger of Death



CCTV Monitoring



Radiation



High Volt



Warning Flammable Liquid



Warning Flammable Gas



Warning Compressed Gas



Warning Flammable Liquid



Warning/Danger

SIGNATURE OF RECEIPT

I have read, understood and acknowledge receipt of the SmartWork Health and Safety Handbook.

Print Name:

Sign:

Date:

