

MAYFAIR CONTRACT
FLOORING LTD

EMPLOYEE/
SUBCONTRACTOR
HANDBOOK FOR HEALTH
& SAFETY

MANUAL IDENTIFICATION

BOOK NO. **ISSUED TO**

DATE OF ISSUE

1 Office Manager

July 2013

CONTENTS

The company employee handbook is an abbreviation of the company health and safety policy. This handbook is based upon **revision #2 dated July 2013**.

Statement of Intent

Health and Safety Policy Statement

Environmental Policy Statement

Company Health and Safety Management Structure

Health & Safety Responsibilities

Environmental Responsibilities

Review & Monitoring Responsibilities

General Responsibilities

Employees/Subcontractors Duties

Specific Company Health and Safety Rules

- | | |
|---|--|
| 1. Accidents And Accident Prevention (RIDDOR) | 23. Manual Handling |
| 2. AIDS/HIV | 24. Noise |
| 3. Alcohol And Drugs | 25. Offices/Administration Areas |
| 4. Asbestos | 26. Personal Protective Equipment |
| 5. Batteries | 27. Risk Assessment |
| 6. Confined Spaces | 28. Safe Systems of Work (Method Statements) |
| 7. Consultation & Communication | 29. Safety Signs/Notices |
| 8. Display Screen Equipment | 30. Security |
| 9. Driving At Work | 31. Smoking At Work |
| 10. Electricity / Gas / Services | 32. Storage Racking |
| 11. Emergencies | 33. Training |
| 12. Environmental Protection | 34. Visitors And The Public |
| 13. Fitness to Work | 35. Vulnerable Persons |
| 14. Gross Misconduct | 36. Waste Disposal |
| 15. Hazardous Substances | 37. Welfare |
| 16. Health Monitoring Surveillance | |
| 17. Hot / Cold / Inclement Weather Working | |
| 18. Housekeeping | |
| 19. Inspections | |
| 20. Leptospirosis | |
| 21. Lifting Operations | |
| 22. Lone Working | |

Work Equipment

- 38. Work Equipment
- 39. Fork Lift Trucks (FLT)
- 40. Machinery
- 41. Hand Tools
- 42. Power Tools

Working at Height

- 43. Working At Height
- 44. Ladders

Section 5 – Construction Design and Management

Employee/Subcontractor Handbook Signature Page

STATEMENT OF INTENT

1. Mayfair Contract Flooring Ltd are based in Houghton Regis and specialise in contract flooring.
2. The Board of Mayfair Contract Flooring Ltd believes that its employees/subcontractors are its most important asset and that a happy, successful and quality organisation is one in which health and safety is effectively managed. The cost of incidents and accidents in terms of human pain and suffering, lost production, dissatisfied customers, damaged equipment and fines is such that accident prevention is an essential part of a professional manager's operational judgment and decision making. It is recognised that the development of a health and safety culture, which is supportive and pro-active, is essential to achieve adequate control over risks. This culture will be achieved by the active participation of the Directors, Managers and Employees/subcontractors in a systematic dialogue to identify risks and eliminate or reduce them.
3. Consequently, as part of its strategy, the Company intends to:
 - a) Develop a culture which recognises the importance of Health, Safety and the Environment to the success of its business, and exercise its responsibilities in a manner that reflects this.
 - b) Ensure that only the highest standards are achieved and adhered to in all our undertakings.
 - c) Operate facilities in a manner that minimises risk to employees/subcontractors, the Environment and the community at large.
 - d) Continually improve our performance in Health, Safety and the Environment through the participation, commitment and support of all our employees/subcontractors.

HEALTH AND SAFETY POLICY STATEMENT

1. It is the Policy of Mayfair Contract Flooring Ltd to ensure, so far as is reasonably practicable, the Health, Safety and Welfare of all its employees/subcontractors. Equally, we accept a similar responsibility for the Health and Safety of other persons who may be affected by its activities. All employees/subcontractors have a moral and legal responsibility to see that their actions, or lack of them, do not place other employees/subcontractors or fellow workers in jeopardy from an accident or health hazard.
2. Mayfair Contract Flooring Ltd regards the legal Health and Safety requirements as a **minimum standard** and expect managerial targets to be achieved without compromising Health and Safety criteria.
3. Mayfair Contract Flooring Ltd acknowledges that the key to successful Health and Safety management requires an effective policy, organisation and arrangements that reflect the commitment of senior management to improving Health and Safety. To sustain that commitment Mayfair Contract Flooring Ltd will continually measure, monitor and improve our performance in Health and Safety matters and will prepare and revise where necessary an annual plan to ensure that Health and Safety standards are adequate.
4. Mayfair Contract Flooring Ltd will provide and maintain safe and healthy working conditions, plant, equipment and systems of work for all our employees/subcontractors.
5. Mayfair Contract Flooring Ltd will ensure that all Risk Assessments as required by relevant legislation are completed, their recommendations implemented and that all employees/subcontractors are provided with sufficient information regarding those assessments.
6. Mayfair Contract Flooring Ltd will provide such information, training and supervision as necessary to enable our employees/subcontractors to develop and maintain essential Health and Safety skills and will encourage the growth of a positive Health and Safety culture.
7. Mayfair Contract Flooring Ltd will ensure continued consultation with our workforce to enable all viewpoints and recommendations to be discussed at meetings between the employees/subcontractors, safety committee and management at regular intervals.
8. Mayfair Contract Flooring Ltd will be proactive in both the selection and disposal of recyclable material and products.

Signature



Name Joanne Culhane

Position Director

Date 30 July 2013

ENVIRONMENTAL POLICY STATEMENT

Mayfair Contract Flooring Ltd acknowledges the impact of its activities on the environment in a number of ways. Mayfair Contract Flooring Ltd therefore seeks solutions to environmental problems by adopting sound principles and best practice according to the principles of sustainable development.

The development and implementation of this policy is a commitment of Mayfair Contract Flooring Ltd's management and a shared responsibility with its employees/subcontractors. Mayfair Contract Flooring Ltd aim to:

1. Integrate environmental management into each aspect of its day to day business operation to ensure environmental issues are addressed.
2. Comply with environmental and health and safety laws and regulations, to the extent that practical implementation aims to exceed government requirements.
3. Seek to reduce wastage of national resources such as energy, water and raw materials, and maximise efficient use of such resources, reuse and recycle rather than dispose of such materials.
4. Ensure all employees/subcontractors have an understanding and are trained in their responsibilities in relation to the environmental policy and management system.
5. Ensure that suppliers and contractors minimise the impact of their operations on the environment and actively support our environmental programmes through an environmentally sound purchasing policy.
6. Monitor progress on a regular basis to identify strengths and areas for improvement and highlight actions required.
7. Report Environmental Performance annually.

In particular, in order to implement this policy Mayfair Contract Flooring Ltd will address a comprehensive set of objectives and targets identified as a result of the environmental review, which relate to the environmental impacts of its organisation.

Mayfair Contract Flooring Ltd intend to reduce our environmental impacts through improvements in:

1. Energy use.
2. Waste reduction, including disposal of goods.
3. Contamination management.
4. Recycling, including office paper.
5. Business travel.
6. Purchasing.
7. Staff training.

Mayfair Contract Flooring Ltd aims to establish a system which meets the standard of ISO 14001.

Signature

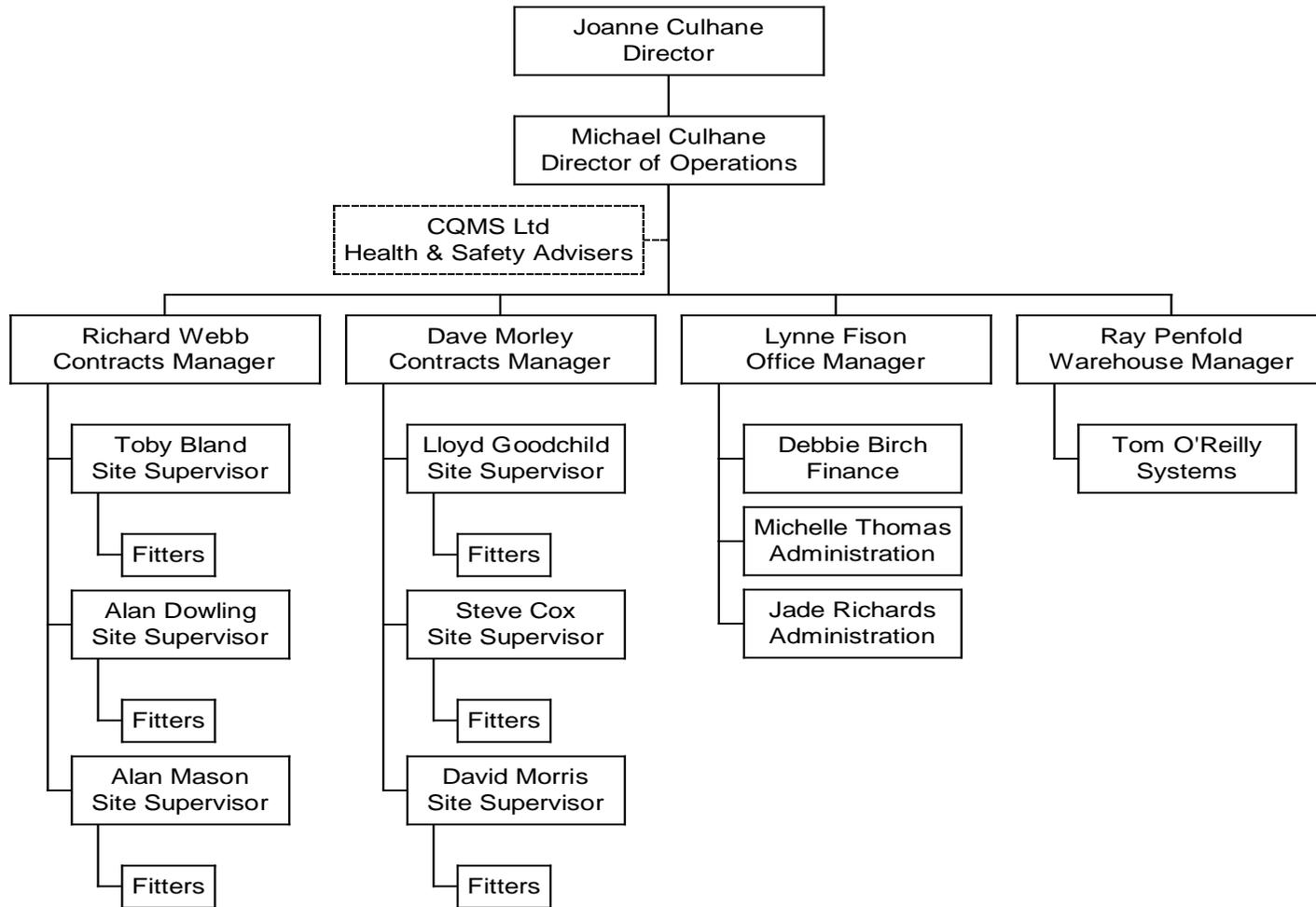


Name Joanne Culhane

Position Director

Date 30 July 2013

COMPANY HEALTH & SAFETY MANAGEMENT STRUCTURE



HEALTH & SAFETY RESPONSIBILITIES

1. It is the policy of Mayfair Contract Flooring Ltd that all levels of management and employees/subcontractors meet their legal obligations under the Health and Safety at Work etc. Act 1974 and all other legislation relevant to its activities.
2. In addition to assessments covered by Regulations on specific risks, the Management of Health and Safety at Work Regulations 1999 introduced assessment, recording and re-assessment requirements for **all** significant risks to employees/subcontractors at work and for **all** risks to others who can be affected by the conduct of any business undertaking. Managers are responsible for ensuring that all risk assessments as required by relevant legislation are completed, their recommendations implemented and that all reasonably practicable action is taken to protect employees/subcontractors and others affected by our undertakings.
3. Part 2 of the Company Health and Safety Policy details nominated individuals with specific Health and Safety responsibilities who have authority to implement Mayfair Contract Flooring Ltd's Health and Safety Policy.

ENVIRONMENTAL RESPONSIBILITIES

1. It is the policy of Mayfair Contract Flooring Ltd that all levels of management and employees/subcontractors meet their legal obligations under the Environmental Protection Act 1990 and all other legislation relevant to its activities.
2. It is Mayfair Contract Flooring Ltd's policy to ensure so far as is reasonably practicable and within the scope of known technology, to carry out its undertakings in such a manner so as to eliminate or reduce to the lowest possible level any actions that may lead to environmental damage.
3. Mayfair Contract Flooring Ltd accepts its moral responsibilities and that the actions that it takes today may affect the environment of tomorrow. Therefore it is the Company's policy to initiate good environmental working practices amongst its workforce.

REVIEW AND MONITORING PROCEDURES

Measurement is an essential aspect of maintaining and improving Health and Safety performance. Monitoring provides vital feedback on performance and therefore all our managers are authorised to monitor the achievement of our clearly defined objectives comparing compliance with standards.

Monitoring includes:

1. Procedures to monitor the achievement of objectives allocated to managers by means of periodic checks/reports.
2. Periodic examination of records and documents to establish that standards relating to the promotion of the safety culture are complied with i.e., suitable objectives have been established and reviewed, that all training needs have been assessed and recorded and that these training needs are being met.
3. Systematic inspection of premises, plant and equipment by supervisors, maintenance staff or a joint team of management, safety representatives and external consultants to ensure the continued effective operation of controls.
4. Direct observation of work and behaviour by supervisors to assess compliance with procedures/rules/systems particularly when directly concerned with risk control.
5. **All individuals who have nominated Health and Safety responsibilities have monitoring procedures or checklists which should be used at the periods indicated.**

GENERAL RESPONSIBILITIES

RESPONSIBILITIES OF DIRECTORS

1. Directors shall ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees/subcontractors.
2. Directors have overall responsibility for Mayfair Contract Flooring Ltd's Health, Safety and Environmental Policy and must ensure that all Managers are fully aware, understand and accept their responsibilities and accountability for Health, Safety and Welfare within the Company.
3. Directors must ensure that all levels of management receive adequate information, instruction and training to enable them to carry out their Health and Safety responsibilities.
4. Directors will actively encourage consultation and communication between all levels of employee/management throughout Mayfair Contract Flooring Ltd to promote and develop Health and Safety.
5. Directors are responsible for ensuring and maintaining a safe place of work without risks to health and the provision and maintenance of means of access to and egress from it that are safe and without such risks.
6. Directors are responsible for ensuring the provision and maintenance of a working environment for all Mayfair Contract Flooring Ltd employees/subcontractors that is safe, without risks to health, and adequate as regards facilities and arrangements for their welfare at work.
7. Directors will ensure all responsibilities delegated to Mayfair Contract Flooring Ltd managers are adhered to by ALL relevant personnel.
8. Directors shall ensure that all persons not in Mayfair Contract Flooring Ltd's employment, who are admitted to Company premises are advised of the relevant safety standards and any specific Health or Safety requirements in force at the time.
9. Directors shall hold regular Meetings during which Health and Safety will be discussed to ensure implementation of the Health and Safety Policy.

RESPONSIBILITIES OF MANAGERS

1. Managers are, at all times, responsible for implementation of the Company Safety Policy, so far as this relates to those areas and matters within his/her control. Managers shall ensure, through his/her staff, that all safety standards are known, understood and implemented.
2. Managers shall ensure the provision and maintenance of plant and systems of work that are safe and without risks to health.
3. All actual or potential hazards shall be identified and assessed and the appropriate safety measures be adopted so far as this relates to plant, processes, systems of work, the use, handling, storage and transport of articles and substances, and places of work (including access to and egress from such places). The responsibility for such matters lies with relevant managers.
4. All employees/subcontractors shall receive adequate training in current safety standards and best practice. An adequate level of supervision of employees/subcontractors combined with their level of competence and experience shall be provided so far as is reasonably practicable. Responsibility for identifying training needs rests with managers who will maintain training records.

GENERAL RESPONSIBILITIES CONTINUED

5. Managers have responsibility for procurement must be aware of and understand the essential Health and Safety requirements relating to its design and construction and ensure that the relevant CE mark is properly affixed.
6. Managers shall ensure that where appropriate, written warnings, printed signs, instructive notices and where necessary, specific written job instructions shall be provided.
7. Managers will ensure all responsibilities delegated to Mayfair Contract Flooring Ltd supervisors are adhered to by ALL relevant personnel.
8. Managers are responsible for ensuring that the appropriate protective equipment is worn/used at all relevant times.
9. Managers are responsible for communicating all Health and Safety issues raised within their area of responsibility to the Directors.
10. Managers will undertake the duties of the Directors in their absence.

RESPONSIBILITIES OF SUPERVISORS

1. It is fundamental to the Company Health and Safety Policy that supervisors are, at all times, directly responsible for ensuring that safe methods of work and safe working conditions exist in each area of responsibility.
2. No person with supervisory authority shall allow any unsafe practice to occur. Such persons are responsible for the safety of the individual and the occurrence of any incident will be regarded as being the direct responsibility of the supervisor concerned, so far as this relates to the matters within his control.
3. Where action on safety matters has been agreed, it is the supervisor's responsibility to ensure that the proposed action is implemented as soon as practicable.
4. In emergency, the supervisor or deputy are authorised to stop a machine, work method or process which is considered so unsafe as to constitute an immediate danger to any individuals. The circumstances shall be reported immediately to managers or Directors as appropriate.
5. All supervisors must ensure that where the work activity of Mayfair Contract Flooring Ltd interfaces with members of the public or other non-employees then adequate segregation is provided to ensure the safety of members of the public or other non-employees.
6. **Induction training for all new employees/subcontractors must be provided before that new employee/subcontractor is allowed to carry out any type of work on Company premises or sites under their control.**
7. Supervisors are responsible for communicating all Health and Safety issues raised within their area of responsibility to managers.
8. Supervisors will undertake the duties of the Managers in their absence.

EMPLOYEES/SUBCONTRACTORS DUTIES

The Health and Safety at Work Etc Act 1974 stipulates that you have specific duties while at work.

A SIMPLE INTERPRETATION OF YOUR DUTIES WHILE AT WORK ARE TO:

1. Take all reasonable care of your own Health and Safety.
2. Ensure that you do not put at risk the Health and Safety of any other person.
3. Co-operate with your employer, or any other person, with duties relating to Health and Safety.
4. Not interfere with or misuse anything provided for your Health, Safety or Welfare.
5. Comply with Mayfair Contract Flooring Ltd's Health, Safety and Environmental Policy.
6. Observe all safety rules and emergency procedures in place throughout the Company.
7. Never operate any item of plant or equipment unless trained and authorised to do so.
8. Report defects in plant or equipment to your line manager without delay.
9. Report any activity, procedure or situation which you consider to be a potential hazard without delay to your line manager.
10. Comply with the safety regulations or safe working procedures relating to the task you are performing and use the correct protective clothing, tools or equipment provided for use when undertaking the task.
11. Should you suspect, or locate, any material which may contain any asbestos materials, and have not been previously notified, you should stop work immediately and report your findings to your line manager and ALSO the relevant person on site; no work should continue until told is safe to do so. Under no circumstances should you knowingly work with any asbestos containing material.
12. Keep tools, appliances and equipment in good condition.
13. Protect skin by the use of barrier creams provided. Avoid contact with mineral oils if the skin is cracked or broken. Make full use of cleaning materials and other facilities provided.
14. Avoid improvisation which invokes unnecessary risks.
15. Always seek further guidance from your line manager if you are unsure of any aspect of the work which might affect the safety of yourself or others.
16. Report all accidents or near misses at work to management whether injury is sustained or not.
17. Assist with the investigation of accidents, near misses or dangerous occurrences at work when necessary.
18. Maintain a clean and tidy workplace
19. Develop a personal concern for safety especially where vulnerable (e.g. new or young) employees/subcontractors are concerned.
20. When visiting other workplace premises be fully aware of the procedures for such visits with regard to Health and Safety.
21. Ensure that access routes, corridors, fire lanes etc. are kept clear from obstruction.
22. Not bring, consume or take alcohol, drugs or any other illegal substances onto Company premises or endanger yourself or others whilst under the influence of alcohol and/or drugs while at your place of work.

FAILURE TO COMPLY WITH THESE RULES COULD LEAD TO DISCIPLINARY ACTION IN ACCORDANCE WITH MAYFAIR CONTRACT FLOORING LTD POLICY AND IN THE WORST CASE COULD LEAD TO DISMISSAL AND/OR CRIMINAL PROSECUTION UNDER THE RELEVANT HEALTH AND SAFETY LEGISLATION.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

1. ACCIDENTS AND ACCIDENT PREVENTION (RIDDOR)

- 1.1. All accidents, incidents and work-related ill-health must be reported to the Office Manager as soon as practicable using the Company Accident Reporting Forms in **Part 5, Accident and Emergencies**.
- 1.2. These include:
 - > Accidents to employees/subcontractors, including minor injuries
 - > Accidents involving third parties, i.e. non-employees, visitors, contractors etc
 - > Incidents where no one is injured but there is a potential for injury
 - > Physical assaults or verbal abuse of Mayfair Contract Flooring Ltd employees/subcontractors
 - > Dangerous occurrences such as fires, gas leaks or explosions, chemical spillages, damage to asbestos materials resulting in any person being exposed to asbestos fibres, failure or collapse of lifting equipment such as hoists, etc
 - > Work-related ill-health such as dermatitis from use of chemicals, occupational asthma, musculoskeletal pain as a result of using computers or manual handling etc
- 1.3. Mayfair Contract Flooring Ltd is obliged to notify the Health and Safety Executive (HSE) of certain types of incidents. In order for Mayfair Contract Flooring Ltd to comply with this requirement, the Office Manager must be notified immediately of the following:
 - > Any incident that results in a serious injury to a Mayfair Contract Flooring Ltd employee.
 - > Any accident or incident connected with or arising out of work activity that results in a 'third party', i.e. someone who is not a Mayfair Contract Flooring Ltd employee, being taken from the scene of the accident to hospital. This is regardless whether or not they are admitted into hospital, or the method for getting to the hospital
 - > Any dangerous occurrence
 - > Specified diseases associated with certain work activities, or exposure to certain substances.
- 1.4. Further details are available in **Part 4, Accident and Emergencies**.

2. AIDS/HIV

- 2.1. Any employee/subcontractor who becomes aware that a colleague is HIV infected will treat that information as confidential and will not disclose it to anyone else within or outside the organisation without the person's consent. Any breach of this rule will be regarded as a serious disciplinary offence and may result in summary dismissal. If, however, the employee/subcontractor is concerned about the Health and Safety implications of non-disclosure they should seek advice from Senior Management only, who will then deal with the matter as necessary.

3. ALCOHOL AND DRUGS

- 3.1. Mayfair Contract Flooring Ltd takes the view that the effects of taking, or being under the influence of alcohol or illegal substances at work constitutes an unacceptable Health and Safety hazard both to the individual and others who may be affected by their actions. It is therefore against Company rules for any employee/subcontractor to be at their place of work whilst under the influence of alcohol and/or drugs.
- 3.2. Any member of staff who is, in the opinion of the person in charge of the work location, under the influence of alcohol or drugs will be subject to Mayfair Contract Flooring Ltd disciplinary procedures.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 3.3. Any member of staff who is taking a prescribed or proprietary drug which may affect their performance at work must report this to the line manager responsible before the start of the week. Failure to do so may also result in disciplinary action being taken against the employee.

- 3.4. Additional information is available in **Part 4, Occupational Health.**

4. ASBESTOS

- 4.1. On undertaking projects where the possibility of asbestos exists, Mayfair Contract Flooring Ltd will obtain, prior to start work, a copy of the Client/Building Custodians Asbestos Survey/Asbestos Management Plan or consult information provided within the Pre Construction Information as per CDM 2007.
- 4.2. Mayfair Contract Flooring Ltd will ensure that any employee/subcontractor who is going to work with asbestos is trained and supervised at all times.

5. BATTERIES**CHARGING**

- 5.1. During and after charging, batteries give off hydrogen gas, an easily ignited and explosive gas. Connecting or disconnecting batteries or charger connections to battery terminals when batteries are gassing creates incentive sparks. If the sparks ignite the hydrogen gas the battery may explode spraying those near with acid.
- 5.2. Metal finger and wrist jewellery should never be worn when working with batteries. Metal in contact with battery terminals causes burns and flash injuries. Always charge batteries in well ventilated areas and follow the manufacturers guidance for rate of charging.

DRY CELL

- 5.3. In normal use dry cell batteries should provide no hazard, but you can help prevent any misuse or danger by following this safety advice.
- 5.4. Avoid touching dry cell battery contacts with your fingers or metal tweezers because this may discharge the battery. Use the outer edge as this will prevent you from discharging the battery.
- 5.5. Never heat, or dispose of the battery in a fire – this may cause leakage, a burst battery or fire.
- 5.6. Charge batteries only with the specified charger.
- 5.7. Batteries are to be stored in a cool dry place, with the ambient temperature around 25°C for best performance. Do not use, store in or expose the battery to a high ambient temperature, such as direct sunlight, inside Company vehicles during hot weather, in front of a heater, etc.
- 5.8. Inspect battery compartments every few months to be sure that the batteries are not leaking.
- 5.9. Only use batteries as intended and instructed by the manufacturer and also the equipment manufacturer's instructions. If in doubt, consult your Line Manager.

6. CONFINED SPACES

- 6.1. A confined space is a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby (e.g. lack of oxygen).
- 6.2. Where work in confined spaces is required then adequate means of control must be in place. In all cases, a permit to work system must be in place and all operatives involved must be trained in accordance with the Confined Spaces Regulations 1997.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED**7. CONSULTATION & COMMUNICATION**

7.1. Consultation and communication is required between employees/subcontractors and management under current legislation and is essential to promote and ensure the Health and Safety of all our employees/subcontractors.

7.2. To achieve this we will:

- > Encourage co-operation between the Company and all its employees/subcontractors in promoting and developing essential measures to ensure Health and Safety,
- > Investigate all complaints made by employees/subcontractors which relate to their Health and Safety at work,
- > Investigate potential hazards, dangerous occurrences and near misses in the workplace,
- > Investigate all accidents and their causes in the workplace,
- > Encourage feedback from all employees/subcontractors regarding Safe Systems of Work, Working Procedures, company Risk Assessments etc.
- > Regular Health and Safety meetings are held to promote, develop and review the company Health and Safety Management System; all meetings held are coordinated with all company representatives enabling Health and Safety issues at work to be raised by all employees/subcontractors.

7.3. Company Policy on Consultation & Communication

- > All employees/subcontractors must notify their line manager of any near miss, dangerous occurrence or any unsafe condition regarding themselves or others in the workplace on a hazard sheet.
- > All supervisors must advise their line manager of the problem raised if they cannot effectively eliminate the hazard.
- > Line Managers must ensure that the unsafe condition/hazard is entered in the hazard record.
- > All actions taken to alleviate the hazard must be reported to the originator of the hazard sheet.
- > Senior Management must ensure that all relevant information which may affect the Health and Safety of our employees/subcontractors is made available and all proposed changes to our Health and Safety Policy is promulgated.
- > Senior Management will obtain and provide any reasonable information required for Health and Safety requested by any employee/subcontractor or relevant outside body.

7.4. Mayfair Contract Flooring Ltd will provide the following information to employees/subcontractors and contractors:

- > The Company Health and Safety Policy, Risk Assessments and Safe Systems of Work (Method Statements) will be readily available,
- > All employees/subcontractors will be given information about the general duties under the Health and Safety at Work Act and specific legal requirements related to their work,
- > All employees/subcontractors will be given necessary information about substances, plant, machinery and equipment with which they come into contact with,
- > The Company will discuss with clients and contractors how they plan to carry out their job, what equipment they may require, what areas they need to work in, segregation of any areas, shut down of plant and bring to their attention the Company Health and Safety documentation.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED**7.5. Additionally:**

7.6. If our employees/subcontractors have difficulties understanding English, or employees/subcontractors have low literacy levels, there are a number of ways the Company will communicate with them to encourage their involvement:

- > We will ensure adequate time to consult with employees/subcontractors where language and/or literacy may be issues so they can absorb the information and respond.
- > We will encourage employees/subcontractors to express their views in their preferred language by using interpreters where possible.
- > We will ask a work colleague to interpret, although these employees/subcontractors may need training if they are asked to undertake this role.
- > We will use pictorial information and internationally understood pictorial signs where appropriate.

8. DISPLAY SCREEN EQUIPMENT

8.1. Mayfair Contract Flooring Ltd intention is to optimise the use and application of display screen equipment within the organisation, whilst safeguarding the health, welfare and job satisfaction of those involved in using such equipment.

8.2. To secure the Health and Safety of workers in so far as is reasonably practicable, the Company will, in consultation with workers, carry out an assessment of each workstation taking into account the display screen equipment, the furniture, the working environment and the worker,

8.3. Where an employee/subcontractor raises a matter related to Health and Safety in the use of display screen equipment, the Company will:

- > Take all necessary steps to investigate the circumstances,
- > Take corrective measures where appropriate,
- > Advise the employee/subcontractor of the action taken.

8.4. Where problems arise in the use of display screen equipment, the employee/subcontractor must inform their line manager immediately.

8.5. Additional information is available in **Part 4, Occupational Health.**

9. DRIVING AT WORK**DRIVING POLICY**

9.1. Mayfair Contract Flooring Ltd as a pro-active employer, recognises its responsibility to the health and safety of both employees/subcontractors and members of the public resulting from necessary driving on Mayfair Contract Flooring Ltd's business.

9.2. Mayfair Contract Flooring Ltd has a specific Driving Policy in place and Mayfair Contract Flooring Ltd has produced a risk assessment which will be reviewed alongside the Company Driving Safely Policy.

9.3. It is the responsibility of all employees/subcontractors to inform their line manager/supervisor of any health/fitness reasons which may affect their safety whilst driving on the organisation's business including any prescribed or proprietary drug which may affect their performance.

9.4. Mayfair Contract Flooring Ltd employees/subcontractors shall only drive vehicles for which they hold the appropriate licence and insurance. Any changes in circumstances affecting either the drivers' licences and/or insurance must be immediately reported to your line manager.

9.5. It is the responsibility of the vehicle driver to ensure that a current road fund license disc is displayed on the windscreen (where required), the vehicle is in a safe, roadworthy

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

condition, that the vehicle has sufficient oil, water and that the tyre pressures are correct. Any problems should be reported immediately to line management.

- 9.6. Mayfair Contract Flooring Ltd has a specific policy on the use of mobile telecommunication equipment and usage in vehicles i.e. hands-free kits, no-answering policy.
- 9.7. Mayfair Contract Flooring Ltd operates a no smoking policy. **Drivers and occupants are not permitted to smoke in Company vehicles at any time.**

10. ELECTRICITY / GAS / SERVICES**ELECTRICITY**

- 10.1. Electricity is one of the safest forms of power if used properly but can easily be a killer if misused.
- 10.2. You should ensure that any electrical equipment or appliances that you use are electrically safe and that they have been inspected and tested as required by their maintenance cycle. Details of inspection regime frequencies are contained within **Part 4, Electrical Safety**.
- 10.3. Handle all tools, switches, sockets, plugs and cables with care. If you discover any defects with electrical equipment or appliances, attach a label to show the nature of the defect, remove the item from use and inform your line manager without delay. All electrical repairs and installation work must be carried out by a competent person.
- 10.4. Do not allow trailing cables to lie in water or in a position where they may be damaged by vehicles or sharp edges. Wherever possible tie the cables up out of harms way and protect the cables where they must pass across vehicle routes.
- 10.5. Do not carry out any repairs or fit electrical plugs/connections unless authorised by the Supervisor in charge.
- 10.6. No appliance may be connected to any electrical system by any means other than the correct plug or connections
- 10.7. Do not interfere with or open any electrical appliance.
- 10.8. All hand tools are to be operated through 110 volt transformers or provided with appropriate cut-off devices.

GAS

- 10.9. There is a danger of fire and explosion from piped gas supplies and cylinders containing gases under pressure. Toxic fumes e.g. carbon monoxide, are produced if appliances are not working properly. Explosions can occur in gas and oil fired plant such as ovens, stoves and boilers.
- 10.10. If you suspect a leak you must turn off the supply and notify your line manager AT ONCE. If gas continues to escape, the gas supplier must be informed IMMEDIATELY.
- 10.11. If in doubt, evacuate the building and inform the emergency services as well as the gas supplier.
- 10.12. **DO NOT CHECK FOR LEAKS WITH A NAKED FLAME.** Do not turn the gas back on until the leak has been dealt with by a competent person.
- 10.13. Handle all cylinders with care - never slide or roll cylinders and never lift by means of the valve. In use, ensure they are secure in an upright position preferably in a properly designed cage or stand.
- 10.14. Keep oils and grease away from oxygen cylinders as contact with oxygen can cause spontaneous ignition.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 10.15. Ensure that all cylinders are kept away from any source of heat and that adequate ventilation is provided.
- 10.16. Cylinders must not be stored inside any hut, store or vehicle, when not in use they should be secured in an open outside cage or compound.
- 10.17. Do not store oxygen cylinders with LPG cylinders.
- 10.18. Never attempt to repair or modify cylinder valves or safety relief devices. Report all damaged valves immediately to a supervisor.
- 10.19. Do not enter any confined space where dangerous or explosive gases may be present until proven safe to enter. If in doubt, consult your line manager.
- 10.20. LPG cylinders must be clearly marked Highly Flammable, never remove or obscure official labeling on cylinders and **always** check the identity of gas before use.
- 10.21. If a smell of gas is detected, open all doors and windows immediately and report the occurrence to your line manager. Allow a period of at least 20 minutes for the gas to disperse before re-entering the building.

SERVICES

- 10.22. Working near services, either underground or overhead, can be fatal if the correct precautions are not taken.
- 10.23. Damage to services, particularly electricity or gas, may result in fire or explosions which can lead to severe injury or even fatality to operatives nearby. It could also lead to the loss of vital services to nearby business etc., e.g. hospitals.
- 10.24. Prior to any work near, or adjacent to overhead or underground services, a safe system of work (method statement) and risk assessment must be produced by the Company.
- 10.25. The safe system of work (method statement) shall identify and detail the Company's working procedures when working near or adjacent to services in accordance with HSE Publications HSG44 "Avoiding Danger from Underground Services," or GS6 "Avoidance of Danger from Overhead Electric Powerlines."
- 10.26. If, during the course of normal activities an unknown service is identified then works must stop and your Line Manager informed.

11. EMERGENCIES

- 11.1. Mayfair Contract Flooring Ltd has identified the following as an emergency situation
 - > Fire,
 - > Floods,
 - > Explosion,
 - > Chemical release, or
 - > Bomb threat.
- 11.2. All employees/subcontractors must comply with Mayfair Contract Flooring Ltd emergency procedures.
- 11.3. **In the event of an emergency evacuation:**
 - > The Fire Marshal/s will check that all fire doors and exits are kept clear, all fire exit signs are in place, all fire extinguishers are fully charged and employees/subcontractors are aware of their location, type to be used on what category of fire.
 - > Supervisors will be responsible for the safe storage of flammable materials e.g. LPG and will keep stock holdings to a minimum.
 - > All employees/subcontractors must report the use of any fire fighting equipment to their line manager.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- > All persons not concerned with the emergency action should be excluded from the area of contamination.
- > Employees/subcontractors must not obstruct any fire escape route, fire equipment or fire doors.

11.4. In the event of a Fire

- 11.5. Employers are required to maintain their workplace in a safe condition, particularly with regard to fire.
- 11.6. Mayfair Contract Flooring Ltd will provide and maintain such fire precautions as are necessary to safeguard those who use the workplace.
- 11.7. Mayfair Contract Flooring Ltd will provide information, instruction and training to employees/subcontractors about fire precaution in the workplace.
- 11.8. A suitable and sufficient Fire Risk Assessment within Mayfair Contract Flooring Ltd premises shall be undertaken and brought to the attention of all employees/subcontractors. In addition to the Fire Risk Assessment further Fire Procedures are annotated in **Part 4, Fire and Emergencies**.

11.9. In the event of a first aid situation:

- 11.10. Mayfair Contract Flooring Ltd First Aid arrangements are communicated to all employees/subcontractors upon induction and upon any changes.
- 11.11. First Aid notices will be displayed prominently throughout company premises detailing names of appointed personnel and the location of any first aid provisions.
- 11.12. First aid facilities are provided by Mayfair Contract Flooring Ltd at the company premises in accordance with the Health and Safety (First Aid) Regulations 1981.
- 11.13. A suitable number of First Aid personnel shall be provided as defined by the Health and Safety Executive
- 11.14. All injuries will be entered in the Accident Book and investigated, if required, to prevent similar reoccurrence.

12. ENVIRONMENTAL PROTECTION

- 12.1. Always respect the natural environment and the local community.
- 12.2. All waste shall be disposed of in the relevant distinctly marked waste receptacle.
- 12.3. To prevent waste being spilled or wind blown, waste containers should not be overfilled.
- 12.4. Leaking or corroded containers shall not be used and should be reported to the relevant manager.
- 12.5. All waste shall be handled so as to prevent safety or health risks, having particular regard to accumulated waste.
- 12.6. Never allow hazardous substances to enter into water courses, drains etc. If a problem occurs report it immediately.
- 12.7. All waste should be transferred only to a registered waste centre or by a registered waste carrier.
- 12.8. Where practicable, potential waste shall be minimised through:
 - > The re-use of packaging and containers,
 - > Consultation with suppliers regarding their packaging systems,
 - > The careful control of 'spillage' whilst handling liquids, e.g. cleaning materials, acid, engine oil and fuel oils,
 - > Lighting and electrical appliances to be switched off when not operationally required,

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- > Bulk fuel installations should be regularly inspected to ensure their continuing integrity.

13. FITNESS TO WORK

- 13.1. It is the responsibility of every employee/subcontractor to immediately bring to the attention of their line manager any condition, illness, medication etc which may affect their ability to safely do their job, operate machinery and / or vehicles.
- 13.2. In the event of a period of sickness absence a return to work interview / meeting may be carried out to discuss the reasons for absence and confirm fitness to work.
- 13.3. Furthermore the return to work interview may indicate a review of Risk Assessments and / or Safe Systems of Work, Mayfair Contract Flooring Ltd will liaise with the relevant employees/subcontractors to ensure all tasks are suitable and explained to employees/subcontractors prior to work recommencing.

14. GROSS MISCONDUCT

- 14.1. An employee/subcontractor may be liable to summary dismissal if he/she is found to have acted in any of the following ways:
 - > A serious or wilful breach of Safety Rules,
 - > Unauthorised removal or interference with any guard or protective device,
 - > Unauthorised operation of any item of plant or equipment,
 - > Unauthorised removal of any item of first aid equipment,
 - > Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work,
 - > Unauthorised removal or defacing of any label, sign or warning device,
 - > Misuse of chemicals, inflammable or hazardous substances or toxic substances,
 - > Smoking in any designated NO SMOKING area,
 - > Smoking whilst handling flammable substances,
 - > Horseplay or practical jokes which could cause accidents,
 - > Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence,
 - > Deliberate misuse of any item of equipment, utensil, fitting/fixture, vehicle, or electrical equipment,
 - > Not wearing hard hats in the designated areas or when carrying out specified operations,
 - > Driving any type of lift truck or vehicle when not formally trained and/or licensed and authorised to do so,
 - > Operating any Lorry Loader when not formally trained and authorised to do so,
 - > Being under the influence of alcohol or drugs in or at the workplace.

15. HAZARDOUS SUBSTANCES

- 15.1. The Control of Substances Hazardous to Health Regulations 2002 (COSHH) have been made to protect your health.
- 15.2. In the course of your job you may have to handle materials and substances that can be harmful and may damage your skin. You should make sure that you are fully aware of the materials/substance being handled and you should always read instructions before handling or using them.
- 15.3. **No substance shall be used by the Company unless a COSHH Assessment has been completed and safety data sheets are available.**

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 15.4. Identify the substance by carefully reading the instructions on the container, safety data sheet and COSHH assessment.
- 15.5. Ensure you use the personal protective clothing and equipment provided as detailed on the company COSHH Assessment.
- 15.6. Make sure you fully understand the instructions given by your line manager and follow any advice relating to the use, handling and storage of chemicals.
- 15.7. Never decant chemicals into different labelled containers and **NEVER** into soft drink bottles.
- 15.8. Always maintain a high level of personal hygiene by regular and thorough washing, particularly after handling materials and substances that may be harmful. Make full and proper use of barrier creams and hand cleaning materials provided for your added protection and personal hygiene.
- 15.9. Never eat, drink or use the toilet whilst using or handling materials or substances which may be hazardous without first thoroughly washing your hands.
- 15.10. You should frequently change your workwear i.e. overalls and never continue to wear workwear that has become contaminated with hazardous substances, particularly mineral oils.
- 15.11. All hazardous substances not for immediate use must be removed from the workplace and placed in the designated storage area away from extremes of temperature and environment.
- 15.12. In the event of accidental skin or eye contact refer to the First Aid Measures detailed on the safety data sheet and seek advice from a first aider.
- 15.13. Report immediately to your line manager if you feel unwell, any rash develops or sensation of burning or irritation to the skin, throat or eyes occur.
- 15.14. Some dusts and fumes are not harmful and are simply a nuisance, whilst others may permanently damage your lungs. When working in atmospheres in which hazardous dust or fumes are present, it is important that a suitable and sufficient risk assessment has been produced and the contents made aware to the relevant personnel. The assessment shall contain any control measures required i.e. respiratory protection.
- 15.15. If you suspect that harmful dusts or fumes are present, immediately inform your line manager.
 - > Both hardwood and softwood dusts have a Workplace Exposure Limit (WEL) of 5mg/ which must not be exceeded.

16. HEALTH MONITORING SURVEILLANCE

- 16.1. The object of surveillance is to detect adverse effects of ill health at an early stage, thus preventing further harm. Additionally, the effectiveness of control measures can be checked, as well as the accuracy of the risk assessment.
- 16.2. An Occupational Health Questionnaire is to be completed by all employees/subcontractors on commencement of employment which will then be reviewed determined by company activities. Where specific risk assessments indicate more in depth surveillance Senior Management will liaise with CQMS Ltd for further guidance.
- 16.3. Senior Management will identify and keep records of any substance or process that may be hazardous to health. They will arrange for employees/subcontractors considered to be at risk to receive instruction/training in an acknowledged safe system of work and provide health monitoring periodically.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 16.4. It is particularly important that if you suspect or become aware of the early symptoms or respiratory sensitisation or any other ill health effects, you inform your manager immediately.
- 16.5. Employees/subcontractors suffering any illness or disability, long or short term, which may affect their ability to work safely or which may affect the safety of other employees/subcontractors, sub-contractors or the public should notify their line manager. Such notification will be in confidence.
- 16.6. Employees/subcontractors receiving long or short term medical treatment or medication upon which they are dependent to carry out their duties, should advise their line manager. Such notification will be in confidence.

17. HOT / COLD / INCLEMENT WEATHER WORKING

- 17.1. Mayfair Contract Flooring Ltd will monitor thermal comfort of all employees/subcontractors and will aim to maintain the temperature to provide reasonable comfort.
- 17.2. The HSE previously defined thermal comfort in the workplace, as: 'An acceptable zone of thermal comfort for most people in the UK lies roughly between 13°C (56°F) and 30°C (86°F), with acceptable temperatures for more strenuous work activities concentrated towards the bottom end of the range, and more sedentary activities towards the higher end.
- 17.3. Where the temperature in a workroom would otherwise be uncomfortably high, for example because of hot processes or the design of the building, all reasonable steps will be taken to achieve a reasonably comfortable temperature, for example by
- > Insulating hot plants or pipes
 - > Providing air-cooling plant
 - > Shading windows
 - > Siting workstations away from places subject to radiant heat
- 17.4. Where a reasonably comfortable temperature cannot be achieved throughout a workroom, local cooling should be provided. In extremely hot weather fans and increased ventilation may be used instead of local cooling.
- 17.5. Working outside in excessively hot weather can lead to severe effects i.e. sunburn, sunstroke, heat exhaustion. Employees/subcontractors must not remove items of close skin covering for the purposes of tanning and should take sufficient breaks in shaded areas, drinking regular amounts of liquid. Do not drink alcohol. Note! During all loading/unloading operations, shorts must not be worn and all loose clothing must be secured to minimise the chances of chain hooks and other projections catching on clothing which could result in severe injuries to the individual.
- 17.6. When working in cold or inclement weather the Company shall undertake a suitable risk assessment to ensure that safe working is maintained. The assessment and control measures shall be communicated to all relevant personnel. This may take the form of specific workwear, PPE or alteration to work patterns to ensure the individuals safety.

18. HOUSEKEEPING

- 18.1. Poor housekeeping is the underlying cause of the majority of accidents involving slips, trips and falls.
- 18.2. The presence of lubricants, water and oil and general waste on the floor increases the risk significantly. Consequently, the correct control technique is to prevent such substances and articles from reaching the floor. Additionally ensure that all surplus oil and lubricants are removed from the workshop floor to help prevent slips and falls.
- 18.3. Tidy up your own waste and keep your work area clean. Remember, accumulated waste is a fire risk and a trip hazard.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 18.4. Do not leave tools and equipment where they will be a hazard for others.
- 18.5. Keep all access ways, working platforms, stairs and corridors free from materials, waste and other obstructions.
- 18.6. Keep changing rooms and rest areas tidy.
- 18.7. Toilets and washing facilities are provided for your convenience and comfort. Help to keep them clean and sanitary.
- 18.8. Make proper use of all equipment and facilities provided to control working conditions/environment.

19. INSPECTIONS

- 19.1. **Workplace inspections** should be carried out at a frequency determined based upon on the nature of the work. Inspections may be less often, for example, if the work environment is low risk like in a predominantly administrative office. But if there are certain areas of a workplace or specific activities that are high risk or changing rapidly, more frequent inspection may be justified, for example on a construction project
- 19.2. **Incident Inspections** should be carried out after an accident causing a fatality, injury, or near miss, which could have resulted in an injury, or case of ill health and has been reported to the health and safety enforcing authority
- 19.3. **Equipment:** Inspections of all work equipment should be carried out at suitable intervals and each time exceptional circumstances occur. The person undertaking the inspections should be competent and a record kept.
- 19.4. Work equipment inspection records are available in **Part 5, Work Equipment**.

20. LEPTOSPIROSIS

- 20.1. Two types of leptospirosis infection can affect workers in the UK.
 - > **Weil's disease:** This is a serious and sometimes fatal infection that is transmitted to humans by contact with urine from infected rats.
 - > **The Hardjo form of leptospirosis:** This is transmitted from cattle to humans.
- 20.2. Both diseases start with a flu-like illness with a persistent and severe headache, which can lead to vomiting and muscle pains and ultimately to jaundice, meningitis and kidney failure. In rare cases the diseases can be fatal.
- 20.3. Persons working on plant and equipment which may have had contact with rats urine, or water contaminated by rats may contract Leptospirosis (or Weils disease). The infection can enter the body via damaged skin or accidental ingestion through the nose or mouth.
- 20.4. Personnel working on plant and equipment which are likely to have been contaminated should ensure that any cuts, abrasions or scratches are carefully cleaned with sterile wipes or soap and water, and covered with a waterproof dressing. After contact with raw water the hands and forearms should be thoroughly washed with soap and water especially before eating, drinking or smoking and persons should also avoid rubbing their nose, mouth or eyes during work.
- 20.5. Leptospirosis cards will be issued to those employees/subcontractors at risk and this should be shown whenever you attend your doctor or hospital.

21. LIFTING OPERATIONS

- 21.1. All lifting operations shall be planned and carried out in accordance with BS7121 and LOLER 1998 by trained and competent personnel.
- 21.2. Lifting operations involving the use of mechanical lifting equipment and lifting tackle (slings, chains, shackles etc.) will only be carried out by trained authorised employees/subcontractors.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 21.3. Safe working loads (SWLs) must be displayed on all lifting equipment and accessories and should NEVER be exceeded.
- 21.4. All lifting accessories must be identified suitable means (i.e. id tag) indicating the SWL and Serial Number.
- 21.5. Lifting Equipment:
- > Wire rope slings should be free of cuts, excessive wear, kinking and general distortion of the sling legs.
 - > All hooks, chains, roll pins, split pins and locking nuts must be checked daily for security of attachment.
 - > Chains should be free of mechanical defects in individual links.
 - > Distorted hooks (caused by overloading) should not be used.
 - > Never use slings or other lifting gear if its SWL cannot be established.
 - > Never make up a sling or alter any lifting gear without instruction from your line manager.
- 21.6. Avoid carrying loads over the heads of other people. If necessary, give warning for them to keep clear.
- 21.7. If you are in control of a load being lifted, always keep it in clear view and make sure you are in continuous contact with the operator of the lifting machine.

22. LONE WORKING

- 22.1. Mayfair Contract Flooring Ltd is anxious to ensure that procedures for solitary workers and a safe and effective system of work are in place at all times. All employees/subcontractors are therefore required to draw to the attention of their line manager any amendments or additions that they feel may become necessary from time to time.
- 22.2. All employees/subcontractors have a responsibility to act in such a way as not to put themselves or their colleagues at risk. Where employees/subcontractors work alone, the Company places even greater trust in them to act responsibly and safely. Any breaches of that trust will be viewed very seriously and may result in disciplinary action being taken.
- 22.3. Lone workers will remain in regular contact with their supervisor and suitable supervision and monitoring will be ensured at all times.
- 22.4. Managers will regularly review the systems of work and ensure that refresher training or training in new working surroundings is provided.
- 22.5. The following work should not be carried out by lone workers:
- > Electrical installation, repair or testing,
 - > Working at height,
 - > Excavations,
 - > Work on machinery and plant,
 - > Welding or cutting.
 - > Entry into confined spaces.
- 22.6. All lone workers must advise Mayfair Contract Flooring Ltd if they have any medical conditions which may make them unsuitable for working alone.
- 22.7. Supervision will be provided to all lone workers in the form of regular visits.
- 22.8. Increased levels of supervision will be provided where employees/subcontractors are:
- > New to a job,
 - > Undergoing training,

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- > Doing a job which presents special risks, or
 - > Dealing with new situations
- 22.9. Mayfair Contract Flooring Ltd will establish and communicate procedures for emergencies so that the alarm can be raised and prompt medical attention provided if there is an accident.
- 22.10. **In all cases where doubt exists, or where any safety concern arises, the lone worker must contact their line manager for advice on working alone.**

23. MANUAL HANDLING

- 23.1. One third of all injuries received at work are the direct result of bad lifting and carrying practices. Many of these injuries result in permanent damage to the back.
- 23.2. Manual Handling Risk Assessments will be carried out for any manual handling tasks which cannot be avoided.
- 23.3. Reduce the chances of injuring yourself by:
- > Seeking mechanical means of lifting, i.e. cranes, fork lift truck, pallet trucks, etc to reduce the amount of manual handling to a minimum,
 - > Do not attempt to lift and/or move any object without first assessing whether it is in your capability to do so. Assess it for size and weight and also where you are going to move it to. Check the conditions in which you are working e.g. weather, ground conditions, wind, rain, above or below ground level and working alone etc. Information on the weight of items should be available from the Management,
 - > Where possible, break down the load into smaller, more manageable portions,
 - > Getting someone to help you lift heavy loads.
- 23.4. The person carrying out the lift should be close to the load with the feet about hip width apart and the lead foot slightly forward in line with the load.
- 23.5. The knees should be bent so that the body is at the correct height. The load can then be lifted by straightening the knees, placing most strain on the muscles of the thighs and legs.
- 23.6. The back must be kept straight, i.e. canted to an angle not exceeding 20 degrees from the vertical.
- 23.7. The head should be raised and the chin pulled in, to lock the upper part of the spine and avoid sudden backward head movement damaging discs in the neck.
- 23.8. The arms should be close to the body, to keep the load's centre of gravity within the body's base and the palms of the hands and upper parts of the fingers should be used to grasp the load.
- 23.9. Body weight should be used to counterbalance the load by moving the rear leg a little further back as the load is being lifted.
- 23.10. Check for rough or sharp edges.
- 23.11. Always wear appropriate protective clothing including gloves.
- 23.12. **IF IN DOUBT, ASK YOUR LINE MANAGER.**

24. NOISE

- 24.1. Exposure to relatively high noise levels for long periods causes permanent damage to hearing. Even exposure for short periods can have a damaging effect if it is repeated often enough.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 24.2. As a guideline to noise levels, if you have to shout to make yourself understood at 2 metres, the noise is about 85dB. If you have to shout at 1 metre, the noise is about 90dB.
- 24.3. You must follow the Company's safe working procedure to minimise ill health from noise exposure.
- 24.4. In line with the Control of Noise at Work Regulations 2005, action will be taken when working area noise levels exceed 80dB(A). If noise levels cannot be reduced below this level then suitable hearing protection will be available. If noise levels exceed 85dB(A) and it is not possible to reduce below this level, then the area of 85dB(A) level will be demarcated, ear protection zone warning signage erected and all personnel operatives must wear personal ear protectors whilst in the zone.
- 24.5. Mayfair Contract Flooring Ltd shall ensure that risk assessments are carried out and will take remedial action as necessary to maintain noise levels within the permitted limits. Mayfair Contract Flooring Ltd shall ensure through its purchasing policy that all plant/equipment purchased will be reviewed as to the control measures fitted to reduce noise where necessary.
- 24.6. Where applicable employees/subcontractors will be required to complete a Health Surveillance Questionnaire which will be reviewed on a periodic basis.
- 24.7. Additional information is available in **Part 4, Occupational Health.**

25. OFFICES/ADMINISTRATION AREAS

- 25.1. All walkways (corridors, stairs and open office spaces) are to be kept clear of slip and trip hazards and other obstructions. In particular:
- > Computer and telephone cables should not lie across the floor,
 - > Floor power sockets shall be closed with the covers in position,
 - > Loose floor coverings, stairs and handrails, worn treads, etc., shall be reported to your line manager for immediate action,
 - > Equipment should be in sound condition and suitable for the task,
 - > Spillages of liquids or substances should be cleaned up immediately,
 - > Take care when walking upon polished or wet floors and observe warning signs.
 - > Wear appropriate shoes, suitable and sufficient for the task.
- 25.2. Filing cabinets should not be overloaded and only used for the purpose intended.
- 25.3. Ensure sufficient lighting is available to carry out work in a safe and proper manner
- 25.4. Pointed objects including drawing pins should be boxed separately
- 25.5. Maintenance of office equipment, including computers, word processors, communication systems and electrics etc. should only be carried out by competent personnel.

26. PERSONAL PROTECTIVE EQUIPMENT

- 26.1. For your protection, Mayfair Contract Flooring Ltd supplies various items of PPE depending on the type of work. Look after this equipment and see that it is in good condition before use. Report all damaged/lost or unsuitable PPE to your line manager.
- 26.2. It is in your own interests that you wear this equipment when required and when there is any possibility of personal injury in the course of your work. Do not take chances - wear the right equipment for the job. Ensure it is stored and maintained in the correct manner.
- 26.3. Injuries to the head can be the most serious injuries of all. Advanced though it is, modern medicine cannot reverse brain damage. The law requires you to co-operate with your employer and wear a safety helmet when instructed.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 26.4. The law requires that you **MUST** wear eye protection or use effective screens when you are engaged on or in close proximity of certain activities such as filling or disposing of damaged batteries or an acid spillage. Similar precautions must also be observed during the dry grinding, cutting, welding or flame cutting of metals.
- 26.5. Always wear sound, sensible footwear and avoid not only a painful injury, but the many other problems created by unsuitable footwear.
- 26.6. You may also sometimes be instructed to wear high visibility clothing or if you have to work in wet and inclement weather, wear waterproof clothing - use it for your own safety and look after it.
- 26.7. Records of PPE issue and Maintenance are contained within **Part 5, Personal Protective Equipment**.
- 26.8. ALL EMPLOYEES/SUBCONTRACTORS MUST USE ALL ITEMS OF PPE PROVIDED AS INSTRUCTED.

27. RISK ASSESSMENT

- 27.1. The purpose of a risk assessment is to formulate a system of control for hazards associated with the daily working environment and working practices.
- 27.2. Mayfair Contract Flooring Ltd will take all reasonably practicable measures to ensure that risks are reduced to an acceptable level by carrying out risk assessments of plant and processes, detailing the range of hazards present and working to implement remedial measures where necessary.
- 27.3. Any employee/subcontractor who discovers a hazard during working operations should report the hazard to management so that necessary remedial action may be taken.

28. SAFE SYSTEMS OF WORK (METHOD STATEMENT)

- 28.1. The purpose of a safe system of work is to provide a safe method of work incorporating any necessary control for hazards associated with the tasks undertaken. Mayfair Contract Flooring Ltd's safe systems of work will work alongside company risk assessments and where necessary may include permit to work systems.
- 28.2. The Office Manager will ensure that suitable method statements are available for all company operatives.
- 28.3. Employees/subcontractors are actively encouraged to provide feedback to the Directors on any aspect of Mayfair Contract Flooring Ltd's risk assessments or method statements to ensure they are suitable for the nature of the tasks undertaken.
- 28.4. **All operatives are to read and sign to confirm understanding of the contents of all Mayfair Contract Flooring Ltd method statements.**

29. SAFETY SIGNS/NOTICES

- 29.1. All personnel must comply with all safety/hazard warning signs and notices displayed.

30. SECURITY

- 30.1. In accordance with their responsibilities for the health and safety of employees/subcontractors, management will take all reasonable practicable steps to prevent violence at work. These will include the provision of safe systems of work, suitable protective equipment and appropriate training. Where incidents of violent behaviour from other employees/subcontractors or members of the public take place, the Company will provide appropriate support and help to the victim.
- 30.2. All employees/subcontractors are reminded of their duty not to endanger themselves or their colleagues. In particular, they are warned against using provocative language or gestures towards members of the public.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 30.3. While attempting to prevent an act of violence no employee/subcontractor should risk his or her life or the lives of others.
- 30.4. In an emergency, employees/subcontractors should dial 999 and ask for the Police.
- 30.5. All staff subject to a violent incident (including verbal abuse, threats and actual physical assault) must inform their line manager at the earliest possible opportunity and complete a Hazard Report Form contained in **Part 5, Hazard / Incident Reporting**.
- 30.6. As a priority, managers must inform Senior Management of all such incidents. Statements should also be taken from witnesses.
- 30.7. Senior Managers will, after appropriate consultation, prepare a report on the incident and make recommendations for immediate action.

31. SMOKING AT WORK

- 31.1. **Mayfair Contract Flooring Ltd operates a specific No Smoking Policy in all areas.**
- 31.2. Mayfair Contract Flooring Ltd will display 'no-smoking' signs in smoke free premises and all company vehicles.
- 31.3. Personnel found smoking are liable to severe disciplinary procedures.

32. STORAGE RACKING

- 32.1. Static storage systems should be subject to regular inspection to check:
 - > Racking is fitted in accordance with manufacturers instructions,
 - > All footings are securely bolted to the floor,
 - > The integrity and tightness of all joint connections,
 - > That vertical and horizontal members are in alignment (using a spirit level),
 - > For evidence particularly of fork truck damage to the bases of vertical members,
 - > The security of loads stored in the system,
 - > The cleanliness of aisles,
 - > That the racks are labelled with safe working load,
 - > The need of protective shields should be assessed.
- 32.2. Following the inspection a remedial procedure should be in place.
- 32.3. A record of all inspections should be kept for a minimum period of 12 months.

33. TRAINING

- 33.1. The Health and Safety at Work etc Act 1974 places a duty on the employer for 'the provision of such information, instruction, training and supervision as is necessary to ensure so far as is reasonable practicable the health and safety at work of his employees/subcontractors'.
- 33.2. Additional statutory legislation also defines the requirements for specific training e.g. Asbestos, COSHH, Manual Handling and PUWER.
- 33.3. Safety training is of vital importance to both the Company and all employees/subcontractors and is carried out in the instances below either by means of in-house training by the Company or by specialist external training providers:
 - > New Employees/subcontractors (Induction)
 - > Young Persons
 - > Task / Equipment Specific
 - > Promotion or change to job role

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- > Following an incident / accident
 - > Tool box talks
- 33.4. Training records will be maintained using the forms in **Part 5, Training**.

34. VISITORS AND THE PUBLIC

- 34.1. If you receive visitors on the premises, you should ensure that they are correctly managed. Do not allow them to wander around the premises unaccompanied. In cases of emergency, you should ensure that they are safely escorted from the building to a place of relative safety.
- 34.2. Mayfair Contract Flooring Ltd also has a duty towards the Health and Safety of the public who may be affected by our acts and omissions. Wherever work is being carried out in connection with Mayfair Contract Flooring Ltd that may affect the Health and Safety of the public, all necessary precautions should be taken to avoid any such risks arising.
- 34.3. Persons in control of premises must ensure that all visitors:
- > Must report to reception on arrival,
 - > Must comply with all emergency procedures and mandatory safety signs displayed,
 - > Must comply with all Company security procedures and arrangements currently in operation,
 - > Must not enter any part of the Company unless escorted by a member of staff,
 - > Will wear personal protective equipment where necessary within the Company. Visitors must not interfere with, or approach plant or machinery unless escorted by a nominated responsible member of staff,
 - > Must not interfere with, or approach, plant or machinery unless escorted by a nominated responsible member of staff.

35. VULNERABLE PERSONS

- 35.1. Children under the age of 13 are generally prohibited from any form of employment.
- 35.2. Children between the age of 13 and the minimum school leaving age (MSLA) are prohibited from being employed in industrial undertakings such as factories, construction sites etc. except when on work experience schemes approved by the local education authority.
- 35.3. A young person is defined as someone who has not yet reached the age of 18 years.
- 35.4. Young people must not be employed where the work is beyond their physical or mental capabilities, involve a risk of accident which a young person may not recognise or where the work exposes them to specific risks.
- 35.5. Young people must be provided with Health and Safety information relevant to the place of work and work activity. Also the parents or guardians of children/young persons must be given information on any identified risks and necessary control measures.
- 35.6. Children must not be employed in any way which is prejudicial to their Health or education.
- 35.7. Mayfair Contract Flooring Ltd Policy is to:
- > Not employ young persons under the age stipulated by the Local Authority,
 - > Comply with any local council restrictions on the employment of young persons,
 - > Display procedures for employment of young persons,
 - > Carry out specific risk assessments on the employment of young persons at work.

SPECIFIC HEALTH AND SAFETY RULES CONTINUED

- 35.8. New and Expectant Mothers must inform the Office Manager as soon as practicable to ensure an individual risk assessment can be carried out.
- 35.9. Further information is contained within **Part 4, Occupational Health.**

36. WASTE DISPOSAL

- 36.1. Always respect the natural environment and the local community.
- 36.2. Ensure that all waste is placed in suitable containers or skips provided.
- 36.3. Never allow hazardous substances e.g. diesel, chemicals, car washing chemicals etc. to enter into water courses, drains etc. If a problem occurs, report it to your line manager immediately.
- 36.4. Notify any leaks from tanks, machines, vehicles etc. to your line manager immediately.
- 36.5. Mayfair Contract Flooring Ltd will ensure all waste generated on sites is disposed of in accordance with the Waste Management Plan.

37. WELFARE

- 37.1. Mayfair Contract Flooring Ltd provides suitable and sufficient washing and toilet facilities at readily accessible places.
- 37.2. Mayfair Contract Flooring Ltd will ensure an accessible seated area is available for staff to eat, with access to drinking water and hot drinks
- 37.3. Mayfair Contract Flooring Ltd will provide storage areas and changing facilities for employees/subcontractors who are required to wear special clothing.

WORK EQUIPMENT**38. WORK EQUIPMENT**

- 38.1. No person shall operate or use any piece of work equipment, or plant, unless **TRAINED, COMPETENT and AUTHORISED** to do so.
- 38.2. Operating unguarded or badly guarded plant and machinery could cost you your life, so use the guards properly.
- 38.3. **Do not bypass safety mechanisms.**
- 38.4. If under the age of 18 years, do not operate any item of plant or equipment unless authorised and under adequate supervision.

39. PLANT: FORK LIFT TRUCKS (FLT)

- 39.1. No person is to operate an FLT on Company premises unless authorised and competent to do so.
- 39.2. FLT's must never be used on uneven or broken surfaces (unless rough terrain FLT).
- 39.3. Safe working loads must always be displayed on FLT's and never be exceeded.
- 39.4. Watch out for pedestrians.
- 39.5. Do not carry passengers on any part of the FLT.
- 39.6. Take care when braking, violent braking may cause the load to shift or fall.
- 39.7. Do not allow anyone to walk or stand under a load.
- 39.8. Sound your horn at corners, danger spots and doorways.
- 39.9. Do not move distances with the load raised. Always lower load when taken from height before moving off.

WORK EQUIPMENT CONTINUED

- 39.10. Do not run over cables or flexible hoses/pipes unless they are properly protected.
- 39.11. Park only on level ground with the brakes applied and forks resting on the ground. Remove ignition keys to prevent unauthorised use and return to transport office.
- 39.12. Always carry out daily pre-use inspection of fork lift, covering tyre pressure, lights, brakes, warning signal, fuel, batteries and general connections. This inspection should be recorded in the daily check sheet.
- 39.13. When fork extensions or lifting cradles are fitted, the operator must ensure that retaining pins and safety clips are fitted.
- 39.14. Do not leave a FLT unattended on a gradient, if in an emergency it must be parked on a gradient, then the wheels must be chocked.
- 39.15. When a high load restricts forward vision, drive in reverse, except when going up an incline.
- 39.16. If a load appears to be unstable, do not lift it, report to your line manager.
- 39.17. When operating on gradients, ensure the following:
- > Forks face up hill and travel slowly,
 - > DO NOT increase the weight of the counter balance to lift heavier loads.

40. MACHINERY

- 40.1. Before using any machinery, check every time that:
- > You know how to stop the machine before it is started, especially if fitted with an emergency stop control,
 - > All guards are fitted correctly, and all mechanical guards are working, and any transparent guards are clean,
 - > All materials to be used are clear of working parts of the machine,
 - > The area around the machine is clean, tidy and free from obstruction,
 - > You are wearing appropriate protective clothing and equipment, e.g. safety glasses/boots/gloves/ear protection,
 - > All materials being worked are secured in clamping devices before operations are undertaken.
- 40.2. Notify your line manager at once if you think the machine is not working correctly.
- 40.3. **NEVER:**
- > Use a machine unless authorised and trained to do so,
 - > Attempt to clean a machine whilst in motion, nor reach past guarding. Switch off the machine and isolate if appropriate,
 - > Use a machine or appliance which has a 'DANGER' or 'DO NOT USE' sign attached. These signs may only be removed by an authorised person who is satisfied the machine is safe to use,
 - > Wear dangling chains, loose clothing, gloves, rings or long hair which could get caught up in moving parts,
 - > Distract people who are using machines,
 - > Leave the machine in an unsafe condition or in motion whilst unattended - unless authorised to do so,
 - > Clean a machine whilst switched on,
 - > Disable any safety features or guarding.

WORK EQUIPMENT CONTINUED

40.4. On machinery fitted with interlocks, make sure that the interlocks work correctly. If you find any defect, report it to your line manager immediately.

41. HAND TOOLS

41.1. Many risks can be controlled by ensuring hand tools are properly used and maintained, for example:

- > **HAMMERS** - avoid split, broken or loose shafts and worn or chipped heads. Make sure the heads are properly secured to the shafts;
- > **FILES** - these should have a proper handle. Never use them as levers;
- > **CHISELS** - the cutting edge should be sharpened to the correct angle. Do not allow the head of cold chisels to spread to a mushroom shape - grind off the sides regularly;
- > **SCREWDRIVERS** - never use them as chisels and never use hammers on them. Split handles are dangerous;
- > **SPANNERS** - avoid splayed jaws. Scrap any which show signs of slipping. Have enough spanners of the right size. Do not improvise by using pipes etc as extension handles.

42. POWER TOOLS

- 42.1. Both powered and non-powered hand tools cause thousands of injuries each year, but it is worth noting that non-powered tools cause ten times as many as powered tools. Never use tools which are in any way defective.
- 42.2. Do not use or operate tools unless you know how to and are trained to do so.
- 42.3. Always use the correct tool for the job. Portable electrical tools and equipment should be 110 volts or less or fitted with RCD's.
- 42.4. Inspect tools regularly and take defective items out of use.
- 42.5. Keep tools clean and put them away after use.
- 42.6. If eye protection is needed, make certain you wear it.
- 42.7. You may only change an abrasive wheel on a grinding machine if you are authorised and have been issued with a certificate of training.
- 42.8. Keep safety guards in place on all tools, portable and fixed.
- 42.9. Check that plugs and sockets are undamaged, correctly wired and are earthed. Electrical transformers should be positioned close to the working location where possible.
- 42.10. It is recommended that very short 240v leads are used on transformers, in conjunction with cut-out devices.
- 42.11. Always disconnect the power supply to a machine or tool that is being cleaned, repaired or adjusted.
- 42.12. Do not force or overload tools and equipment.

WORKING AT HEIGHT

43. WORKING AT HEIGHT

- 43.1. Working at height is defined as working at any height from which a fall could cause injury. The Work at Height Regulations 2005 are applicable to all industries and have replaced certain parts of other Regulations.
- 43.2. All Mayfair Contract Flooring Ltd work at height should be planned, organised and carried out by competent persons. The selection of suitable access equipment should be arrived at through the process of a suitable and sufficient risk assessment and the application of the hierarchy of controls when considering work at height.
- 43.3. Employers have the following responsibilities:
 - > Eliminate work at height if possible,
 - > Suitable and sufficient steps must be taken to prevent falls to persons,
 - > Guardrails, toe boards, barriers or other similar means of protection must be used,
 - > Where it is impracticable to provide the above collective safeguards for arresting falls is required (nets, air bags, bean bags, etc.),
 - > Where it is impracticable to provide the above then personal fall protection systems will be required (harness or lanyard).
- 43.4. If you are working at height, beware of people working below. Let them know you are there and take steps to prevent things from falling, by the use of e.g. suitable guard rails, barriers, and the use of tool belts etc. Always follow the relevant safe working procedure for each task.
- 43.5. Contractors, or employees/subcontractors requiring access to fragile roofs, storage silos, etc must use crawling boards, guard rails, safety harnesses and a proper means of access. Barriers and warning signs are to be used to inform people that high level work is taking place in that area.
- 43.6. Never over-reach at the working position.
- 43.7. Ensure your safety footwear is free from oil or grease before you climb any access equipment.

44. LADDERS

- 44.1. Ladders/step ladders must be used to gain access up to the higher levels of racks or shelves.
- 44.2. Never take short cuts, for example, by climbing up where you are not supposed to, or standing on something unstable.
- 44.3. Work may only be carried out from a ladder when the job is of short duration and can be done safely.
- 44.4. Never over-reach at the working position.
- 44.5. Before using a ladder, inspect it to see that it is not damaged. Check for splits or cracks in the stiles and rungs. See that none are missing or loose.
- 44.6. Never attempt to repair damaged ladders.
- 44.7. Ladders should be set on a firm base, resting at an angle which is not too steep, and not too flat.
- 44.8. If the ladder cannot be tied at the top, it must be fixed at the bottom or a second person must foot the ladder before it is used.
- 44.9. Ensure your footwear is free from oil or grease before you climb any access equipment.

CONSTRUCTION, DESIGN & MANAGEMENT (CDM)

45. CONSTRUCTION, DESIGN & MANAGEMENT (CDM)

- 45.1. Mayfair Contract Flooring Ltd are aware of their duty as a contractor under the Construction Design and Management Regulations 2007 and will participate in ensuring that the work site is a safe and healthy place to work.
- 45.2. Mayfair Contract Flooring Ltd will coordinate their work through communication and cooperation with all those involved via the Principal Contractor.

46. RESPONSIBILITIES FOR CONTRACTORS UNDER CDM:

FOR ALL PROJECTS UNDER REGULATIONS 4-7, 13 AND 19

46.1. Contractors must:

- > Plan, manage and monitor their own work to make sure that their workers are safe as soon as they start work on site
- > Satisfy themselves that they and anyone they employ or engage are competent and adequately resourced
- > Check clients are aware of their duties. This does not mean that every contractor has to contact the client with duplication of duty but to ensure that the CDM co-ordinator where appointed (notifiable jobs only) has made the client aware
- > Provide their workers (whether employed or self-employed) with any necessary information and training, including relevant aspects of other contractors' work and site induction (where not provided by a principal contractor), which they need in order to work safely, to report problems or to respond appropriately in an emergency
- > Ensure that any design work they do complies with regulation 11, which sets out the duty of designers
- > Comply with any requirements listed in schedule 2 and 3 of the regulations that apply to their work (welfare and inspections)
- > Co-operate with others and co-ordinate their work with others working on the project. In particular, contractors must have systems in place in order to consult their workforce on health and safety issues
- > Obtain specialist advice (for example from a structural engineer or occupational hygienist) where necessary when planning high risk-work, for example, alterations that could result in structural collapse or construction on contaminated land.

FOR NOTIFIABLE PROJECTS

46.2. In addition to the duties listed above contractors must also:

- > Check that a co-ordinator has been appointed and HSE notified before starting work. This check should be made at a start-up meeting where all duties, responsibilities and management systems are agreed
- > Co-operate with the principal contractor, co-ordinator and others working on the project
- > Tell the principal contractors about risks to others created by their work
- > Comply with any reasonable directions from the principal contractor and with any relevant rules in the health and safety plan
- > Inform the principal contractors of any problems with the plan or risks identified during their work that have significant implications for the management of the project
- > Tell the principal contractor about accidents and dangerous occurrences
- > Provide information for the health and safety file.

