Colaiste De Dannan Ltd t/a CENIT

Safety Statement

Supported by:

PENINSULA

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Introduction

Cenit Group is an education and training provider for both classroom and on-line learning. The training includes Jobpath which is a career advice service and Pitman training which is the on-line service. Cenit Group have a premise in Naas which is an examination centre. Established premises are rented throughout the country as required and these include resource centres which are typically purpose specific and private rooms which can not always be preapproved as being totally purpose specific. Courses provided range from Business I.T., Healthcare and QQI level 6 Manufacturing.

The Managing Director has ultimate responsibility for health and safety. Day to day management responsibilities are delegated to Managers. We have 45 employees, clients and visitors may also be present.

The Managing Director has determined that we should operate without putting the health, safety or welfare of any employee, agency worker, or any other person at risk. To meet this objective, we have prepared a health and safety policy and made arrangements as set out in this statement to ensure the continued health safety and welfare of those people whilst at work.

Accepting that we cannot transfer our responsibility for managing health, safety and welfare in the workplace to others we have retained Peninsula to help us meet this objective. They provide information and guidance on the effective management of health and safety, conduct routine audits and act as a source of advice and information.

Contents

This document contains our-

Safety Policy

Our declaration of intent to provide and maintain, so far as is reasonably practicable, a safe and healthy working environment and to enlist the support of our employees in achieving these goals.

Bullying Prevention and Resolution Policy

Our Policy for preventing bullying. It defines bullying and the action we will take if it becomes necessary to deal with any incident of bullying at work.

Organisation and Responsibilities

The allocation of specific health and safety responsibilities to key personnel.

Safety Arrangements

The systems and procedures for controlling hazards at work that form the basis of our health and safety management system.

We also keep detailed safety records demonstrating that we actively manage health and safety within our business. The records which may be paper based or kept in our online systems include-

- An Annual Review of our health and safety system and procedures.
- Periodic checklists created for individual roles and responsibilities.
- A comprehensive source of records relating to statutory examination periodic inspection and testing of work equipment and installations.
- Records for Fire Safety Management.
- A system for keeping health and safety training records.
- Accident and incident records, reporting, and investigation.

Health & Safety General Policy Statement

Colaiste De Dannan Ltd t/a CENIT recognises that it has responsibilities under the Safety, Health and Welfare at Work Act 2005, the Safety, Health & Welfare at Work (General Applications) Regulations 2007 to 2023 (as amended) for the health and safety of clients, visitors, contractors, suppliers and other people who visit our premises. We will assess the hazards and risks they face and take action to minimise hazards and control risks to an acceptable, tolerable level.

Our managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of employees, customers and anyone else likely to be affected by the operation of our business.

We will meet our legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by:

- Providing leadership and control of identifiable health and safety risks on our premises and for those work off-site.
- Consulting with our employees on matters affecting their health and safety.
- Providing and maintaining safe access to safe premises and equipment.
- Ensuring the safe handling, storage and use of substances.
- Managing risks from the use of display screen equipment.
- Providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.
- Ensuring that all employees are competent, and suitably trained as necessary.
- Ensuring that any contractors working for us are competent.
- Preventing accidents and cases of work-related ill health.
- Actively managing and supervising health and safety at work.
- Having access to competent advice.
- Aiming for continuous improvement in health and safety performance and management by regular review and revision of this policy.
- The provision of the resource, financial and other, required to make this policy and our health and safety arrangements effective.

We also recognise our duty to co-operate and work with contractors when they come to work at our premises, to ensure the health and safety of everyone present.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation, we will also remind them of their duty to take reasonable care for themselves and for others. These duties are explained on first employment, at induction. A Safety Handbook setting out their duties and specific health and safety rules is given to each employee.

This policy, our procedures and arrangements will be reviewed annually.

Signature Naeni MacDonnell ..... Date 26.10.23 .....

Position MANAGING DIRECTOR

Bullying Prevention & Resolution Policy

PURPOSE

We are dedicated to ensuring an atmosphere of respect, collaboration, openness, safety and equality in the workplace. As part of our commitment to the fairness, dignity and respect of each employee, any form of bullying will not be tolerated by this Company. The aim of this Policy is to indicate what constitutes bullying and what action the Company will take if it becomes necessary to deal with an offence of this nature.

SCOPE

This Policy is applicable to all employees (temporary and permanent) irrespective of length of service and the protection extends to;

- Bullying at work by management, fellow employees, subordinates, clients, customers and other business contacts; and
- Beyond the place of work to off-site and to work-related social events.

POLICY

The Company acknowledges the right of all employees to a workplace and environment free from any form of bullying. Every member of staff has an obligation to be aware of the effects of their own behaviour on others. All complaints of bullying will be taken seriously and will be followed through to resolution and employees who make a complaint will not be penalised. Any complaints of bullying will be dealt with in an effective and efficient manner.

In cases where the behaviour is established on the balance of probabilities to be repeated and consistent, causing unnecessary stress and anxiety, this may be considered gross misconduct. The Company reserves the right to use the disciplinary procedure up to and including summary dismissal. Equally, if it is found that there are facts which evidence a vexatious complaint, this may also be dealt with through the disciplinary procedure.

As part of this Company's code of conduct, it is imperative that all staff and suppliers respect the dignity of every colleague. Please consider your colleagues regarding your code of conduct, with particular reference to remarks, dress code, posters, e-mails and anything which may cause offence.

DEFINITION

The Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work defines bullying as:

“Repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but, as a once off incident, is not considered to be bullying".

The following are examples of the types of behaviour that may be considered as bullying and are prohibited:

1. Exclusion with negative consequences
2. Verbal abuse and insults
3. Being treated less favourably than colleagues in similar roles

4. Belittling a person's opinion
5. Disseminating malicious rumours, gossip or innuendo
6. Socially excluding or isolating a person within the work sphere
7. Intrusion - pestering, spying or stalking
8. Intimidation and aggressive interactions
9. Excessive monitoring of work
10. Withholding information necessary for proper performance of a person's job
11. Repeatedly manipulating a person's job content and targets
12. Blaming a person for things beyond their control
13. Use of aggressive and obscene language
14. Other menacing behaviour

The above list is not exhaustive and only serves as a guideline to employees. Each case will be taken in isolation and dealt with in the appropriate manner. For behaviour to be considered to be bullying, it must be behaviour which can be described as outrageous, unacceptable, and exceeding all bounds tolerated by decent society.

From time to time, disciplinary and corrective action may be taken against an employee and, where such action is taken in respect of an employee in good faith, this will not be considered to be bullying behaviour. Furthermore, where actions are taken which can be justified on the basis of protecting the safety, health and welfare of employees then such actions will not be considered to be bullying behaviour.

PROCEDURES FOR DEALING WITH BULLYING

Informal Procedure

An informal approach can often resolve difficult situations with the minimum of conflict and stress for the individuals involved and may effectively address the unwanted behaviour without recourse to any other action. This in no way diminishes the issue of the effects on the individual.

If you feel you have been subjected to behaviour that may be deemed bullying, you should attempt to explain to the alleged perpetrator(s) that their behaviour is unacceptable. If you find it difficult to approach the alleged perpetrator(s) alone then you may seek help and advice from an appropriate person (e.g. a fellow employee, a manager, etc.). Such a person may be able to assist you with raising the issue with the alleged perpetrator(s) in a confidential, non-confrontational discussion to try to resolve the matter in a low-key manner.

Secondary Informal Procedure

If the above informal procedure is unsuccessful or if it is deemed inappropriate for the seriousness of the issues, this extended, yet still informal procedure can be put in place. Complaints at this stage of the procedure may be verbal or written. However, if verbal, a written note of what is complained of will be taken by a nominated person and a copy given to you.

If the complaint concerns alleged bullying as defined above, and includes concrete examples of inappropriate behaviour, the person complained against will be presented with the complaint and their response established.

Thereafter, a method will be agreed to progress the issue to resolution so that both parties can return to a harmonious working environment without bullying being a factor.

Formal Procedure

It is good practice that all informal resolution avenues (as set out above) are contemplated and where appropriate, exhausted before a formal process is invoked.

A formal written complaint must be given to the Managing Director or the nominated person in your management structure. The complaint should contain precise details of actual incidents of bullying, including the dates, and names of witnesses, where possible.

A letter will be sent to the person complained against as notification that a formal complaint has been made against them. A copy of the complaint will be given, and the individual will be given the opportunity to respond to the allegations.

Statements from all parties, including witnesses, will be obtained and recorded in writing. All parties to the process have a responsibility to participate without undue delay in any investigation initiated in response to an allegation of bullying. Confidentiality of the process will be emphasised to all concerned.

An investigation will be carried out by a designated member of the Management team or, if necessary, in the case of any possible conflict of interest, an impartial third party. In either case, the person nominated will have had appropriate training and be familiar with the procedures involved. The investigation will be conducted thoroughly, objectively, with sensitivity, utmost confidentiality, and with due respect for the rights of both the complainant and the person complained of.

The objective of an investigation is to ascertain whether the alleged behaviours come within the description of workplace bullying. The designated investigator will meet with the complainant, the person the allegations are against, and any witnesses or other relevant persons individually.

The person investigating the complaints will make every effort to carry out and complete the investigation as quickly as possible. The investigation will consider all material and evidence before it and a decision will be made on balance of probabilities, as to whether the complaint is valid.

If the investigator concludes that the accused employee has a case to answer on the balance of probability, then the investigator may recommend an appropriate course of action, to include whether or not the employer should invoke the disciplinary procedure. Management will inform the complainant and the alleged perpetrator, in writing, about the findings of the investigation.

APPEALS

If either the complainant or the person complained against wish to appeal the outcome, they should apply, in writing, to a member of the Management team, within 5 days, or nominated person if deemed more appropriate. Should it be deemed necessary to engage an external person to hear an appeal, all such hearings carried out will be in accordance with our company procedures. You agree to permit us to share any relevant special categories of data where it is necessary for the purposes of that hearing.

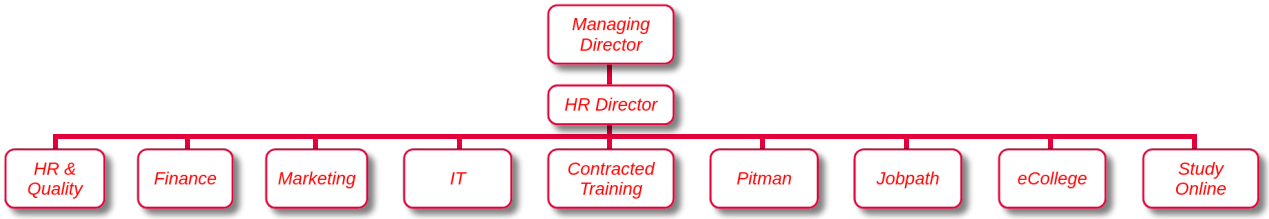
The outcome of the appeal shall be final.

Organisation

Health and Safety Management Structure

Although the Managing Director has overall responsibility for the implementation of this policy day to day responsibility for specific issues has been delegated to key personnel.

The management structure for health and safety in our business is shown here and the allocation of day to day responsibility for specific health and safety issues is shown later in a Responsibility Chart.



Health and Safety Management Responsibilities

The Managing Director has recognised that they always have the overall responsibility for health and safety matters. They also recognise that the business needs to take action in respect of the key points listed here. In managing these matters emphasis is placed on managers and supervisors for recognising hazards and potential risks and then taking steps to minimise their effects on employees and others.

General

- Provide and resource an effective health and safety management system.
- Make arrangements to consult with employees on health and safety matters.
- Arrange and maintain appropriate Employers' Liability Insurance cover.
- Ensure that health and safety implications are considered when acquiring new equipment.
- Ensure that contractors (when used) are competent and monitored during work.
- Ensure that a process is in place to identify and report hazards.
- Ensure that all employees receive appropriate health and safety training.
- Provide measures to protect the health and safety of employees working alone.
- Provide guidance on health and safety issues, particularly fire safety procedures and requirements.
- Monitor the health and safety performance of our operation.

Occupational Health

- Ensure that adequate procedures are in place to identify and address occupational health risks.
- Ensure that the measures required to reduce and control employees' exposure to occupational health risks are in place and used.
- Implement measures to reduce stress within the workplace.

Accidents, Incidents and First Aid

- Record accidents and incidents.
- Complete accident and incident investigations to identify causes and measures for prevention.
- Ensure that applicable injuries, diseases and dangerous occurrences are reported to the Enforcing Authority.
- Ensure that adequate first aid arrangements are in place.

Fire and Emergency Arrangements

Ensure that:

- Adequate arrangements are in place to deal with fire safety at our premises.
- Employees, visitors and contractors are aware of the fire and evacuation arrangements and other emergency procedures.
- Emergency equipment is provided, tested and maintained appropriately.
- Adequate Fire Risk Assessments are completed.

Risk Assessment

Ensure that:

- Risk assessments are completed and Safe Systems of Work are produced for all activities that pose a significant risk of harm.
- Risk assessments and safe systems of work are documented.
- The outcomes of risk assessments and associated safe systems of work are carefully explained to the workforce.

Premises

- Provide a suitable and safe working environment for employees with adequate welfare facilities.
- Ensure that the fixed electrical installation is properly installed and maintained.
- Ensure good housekeeping standards are instigated and maintained.
- Provide suitable and sufficient maintenance of the facilities provided within the workplace.

Equipment

Ensure that:

- All of the furniture and equipment that we provide is suitable and properly used.
- All work equipment is adequately maintained and safe.
- Portable electrical appliances are adequately maintained, inspected and tested.
- Appropriate hand tools are provided and maintained.
- Any Personal Protective Equipment (PPE) provided gives suitable protection, is used and that employees are given information, instruction and training on its use.

Substances

Ensure that:

- All dangerous and hazardous substances are used and stored safely.
- All risks from the use of substances are fully controlled.

Managers and supervisors

In addition to their general responsibilities for health and safety the Responsibility Table, shown later, delegates specific health and safety responsibilities to identified managers and supervisors. They should refer to the associated Safety Arrangements, set out later, for further detail about those responsibilities.

Employee responsibilities

Our policy takes account of the specific statutory duties placed on people to take care for their own health and safety whilst at work and for that of others. Specifically we expect employees to;

- Ensure that company policies and procedures are read, understood and followed at all times.
- Take reasonable care for their health and safety and the safety of others whilst at work.
- Not intentionally or recklessly interfere with or misuse anything required by law or provided by the company in the interests of health and safety.
- Visually inspect tools, PPE and equipment before use.
- Ensure that PPE, tools and equipment are maintained, used and stored in accordance with manufacturer's instructions.
- Follow all safety instructions and guidance when using equipment.

- Report any incidents, accidents, near misses and non-conformances to management.
- Contribute to the promotion of health and safety in the workplace.
- Follow all written safe systems of work (SSOW) including method statements, risk assessments, chemical assessments, permits to work etc. and their requirements.
- Follow the safety instructions of management.
- Ensure that they do not use tools and equipment unless they have been formally trained and are competent to do so.
- Comply with legislation, Approved Codes of Practice and guidance notes.
- Consult on health and safety matters and investigations to ensure a safe working environment is established.
- Seek advice from management on any issues relating to health and safety at work.
- Obey all safety signs, notices, general site rules and arrangements.

Monitoring

The operation of this policy and arrangements is actively monitored through the periodic review of our completed safety record forms and also by using periodic workplace checklists. The Managing Director has overall responsibility for this, but some of the routine tasks may be delegated.

We also use an Annual Health and Safety Review to determine whether our existing health and safety procedures and arrangements are adequate.

People who have delegated responsibilities under this policy will also complete Periodic Checklists of compliance arranging for remedial actions to be taken where necessary. The outcomes of these periodic reviews will also be taken into account during the annual review.

Monitoring and review help us to check the effectiveness of our Safety Management System.

People Who Have Been Allocated Responsibilities for Health and Safety

We have a duty to name managers and supervisors with responsibility for specific workplace functions. Those details are shown here. The table will be updated whenever functions are reassigned or transferred.

Responsibility Table	
Location	Unit 22 Tesco Monread Shopping Centre, Monread Road, Kildare, W91 YR12
Date Completed	19/10/2023

Individual Responsibilities	
Safety Statements	Vaeni MacDonnell
Finance and Purchasing	Catherine Garry
Management of Contractors	Vaeni MacDonnell
Anti-Bullying Policy Contact	Vaeni MacDonnell / Suzanne Mullahy
Management of Health and Safety	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska
Operational Procedures (Writing and Preparation)	Vaeni MacDonnell / Suzanne Mullahy
Appointed Competent Person(s) for Occupational Safety, Maintenance and Chemical Agents	Vaeni MacDonnell / Suzanne Mullahy
All Risk Assessments	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska / All Staff
Emergencies (Fire, Flood, First Aid), Plans and Procedures	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska / All Staff
Utilities (Electric, Water)	Vaeni MacDonnell / Catherine Garry
Personal Protective Equipment	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska / All Staff
Training	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska / All Staff
Maintenance	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska / All Staff
Equipment and Machinery (Guarding, Maintenance and Statutory Tests)	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska / All Staff
Welfare Facilities	Vaeni MacDonnell / Suzanne Mullahy / Renata Sikorska / All Staff

Responsibility Table

This Responsibility Table shows how we have allocated responsibility for the management of particular health and safety issues to named people or positions.

Key

MD - Managing Director
HR - HR Director
HRQ - HR & Quality
FIN - Finance
MARK - Marketing
IT - IT
CT - Contracted Training
PIT - Pitman
JOB - Jobpath
ECOL - ECollege
SO - Study Online

Safety arrangements	ECOL	PIT	HR	IT	JOB	CT	SO	MD	FIN	MARK	HRQ
Managing Safety And Health At Work			✓					✓			
Accident, Incident, Dangerous Occurrence Reporting And Investigation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Workplace Health And Safety Consultation			✓					✓			
Risk Assessment And Hazard Reporting	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
Occupational Health And Health Surveillance			✓					✓			
Substance And Alcohol Abuse			✓					✓			
Purchasing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Protection Of Pregnant, Post-Natal And Breastfeeding Employees			✓					✓			
Lone Working			✓					✓			
Health And Safety Training			✓					✓			
Health And Safety Of Visitors			✓					✓			
Personal Protective Equipment			✓					✓			
Home Working	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Safety arrangements	ECOL	PIT	HR	IT	JOB	CT	SO	MD	FIN	MARK	HRQ
Employing Agency And Temporary Staff			✓					✓			
Safe Systems Of Work			✓					✓			
Action On Enforcing Authority Reports			✓					✓			
Equality And Disability Discrimination Compliance			✓					✓			
Health And Safety Information For Employees			✓					✓			
Fire Safety - Arrangements And Procedures			✓					✓			
First Aid			✓					✓			
Welfare, Staff Amenities, Rest Rooms And The Working Environment			✓					✓			
Indoor Air Quality			✓					✓			
Housekeeping And Cleaning			✓								
Pest Control			✓					✓			
Building Services			✓					✓			
Control Of Hazardous And Non-Hazardous Waste			✓					✓			✓
Access, Egress, Stairs And Floors			✓					✓			
Workplace Signs			✓					✓			
Water Temperature Control			✓					✓			
Premises			✓					✓			
Electrical Safety			✓					✓			
The Provision, Use And Maintenance Of Work Equipment			✓					✓			
Office Equipment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Slips, Trips And Falls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Occupational Road Safety			✓					✓			
Working Time, Night Work And Shift Working			✓					✓			
Manual Handling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Safety arrangements	ECOL	PIT	HR	IT	JOB	CT	SO	MD	FIN	MARK	HRQ
Display Screen Equipment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Legionella Control			✓					✓			
Asbestos At Work - No Survey ,No Off-Site Risk								✓			
Stress In The Workplace			✓					✓			
Aggression And Violence			✓					✓			
Contractor Control And Management			✓					✓			

Note: People with delegated responsibilities for health and safety issues need to ensure that any necessary risk assessments and safety records are completed, and that the required control measures are in place and used.

Where more than one person has been assigned responsibility for a particular subject, each must fulfil their responsibilities in the areas under their control and complete the relevant records. Working together they need to check that between they have covered all aspects of safety management for the subject.

Emergency Contact Details

Garda Number	999 or 112
Garda Station	Naas Garda Station +353 45 884 300
Fire & Ambulance Number	999 or 112
Location Of Fire Assembly Points	Car Park
First Aiders & Location Of First Aid Kits	Reception / Canteen / All training rooms
Nearest Hospital	Naas General Hospital +353 45 849 500
Electricity Board	For emergencies, supply failure or damage to networks - ESB Networks Ltd: 1850 372 999 (24 hour service).
Gas Board	National Gas Emergency number: 0800 111 999 Or 1850 205 050
Health & Safety Authority	0818 289 389

Relevant Legislation

This short document lists for the record, details of the main statutes and regulations affecting health and safety at work that are currently in force.

In most cases Health and Safety legislation requires common sense, reasonably practicable precautions to avoid the risk of injury or ill-health at work. Our Health and Safety Management System does not quote specific legal references; giving instead the information and detail of what is required in practice to secure compliance. If the guidance and requirements of our Health and Safety Management System are adopted compliance with the legal requirements will be achieved.

This page sets out, for the record, details of the main statutes and regulations affecting health and safety at work that were in force when this policy was prepared.

Not every piece of the legislation will apply to our operation on a day to day basis, but we need to be aware of them should circumstances change.

Further detail and access to the specific wording of each of these legal requirements is available from the Peninsula 24 Hour Advice Service on 01 855 5050 (option 1).

- Chemicals Acts 2008 and 2010
- Carriage of Dangerous Goods by Road Act, 1998
- Carriage of Dangerous Goods by Road Regulations 2007
- Chemicals Act (CLP Regulation) Regulations 2011.
- Dangerous Substances Act 1972
- Employment Equality Act 1998
- Display Screen Equipment Regulations 2007
- European Communities (Classification, Packaging, Labelling and Notification of Dangerous Substances) (Amendment) Regulations 2008
- Chemicals Act (Control of Major Accident Hazards Involving Dangerous Substances) Regulations 2015
- European Communities (Lifts) (Amendment) Regulations 2008
- European Communities (Export And Import Of Certain Dangerous Chemicals) (Pesticides) (Enforcement) Regulations 1995 as amended
- European Union (Prevention Of Sharps Injuries In The Healthcare Sector) Regulations 2014
- Factories Act 1955
- Fire Services Act 1981 & 2003
- Organisation of Working Time Act 1997
- Regulation (EU) 2016/425 on Personal Protection Equipment
- Safety, Health and Welfare at Work (Chemical Agents) Regulations 2001 and 2015
- Safety, Health and Welfare at Work (Carcinogens) Regulations 2001 and 2015.
- Safety, Health and Welfare at Work (Confined Spaces) Regulations 2001
- Safety, Health and Welfare at Work Act 2005 (Commencement) Order 2005
- Safety, Health and Welfare at Work (Exposure to Asbestos) Regulations 2006 and 2010
- Safety, Health and Welfare at Work (General Application) Regulations 2007 to 2023 (as amended)
- Safety Health and Welfare at Work (General Application) (Amendment) Regulations 2010 – Optical Radiations
- Safety Health and Welfare at Work (General Application) (Amendment) Regulations 2012 – Optical Radiations and Pressure Systems
- Safety Health and Welfare at Work (Biological Agents) Regulations 2013 and 2020.
- Safety, Health and Welfare at Work (Construction) Regulations 2013.
- Safety Health and Welfare at Work (Electromagnetic Fields) Regulations 2016

Safety Arrangements Table

Ref. number	Title
SA1-1	Managing Safety And Health At Work
SA1-3	Accident, Incident, Dangerous Occurrence Reporting And Investigation
SA1-5	Workplace Health And Safety Consultation
SA1-6	Risk Assessment And Hazard Reporting
SA1-7	Occupational Health And Health Surveillance
SA1-8	Substance And Alcohol Abuse
SA1-9	Purchasing
SA1-11	Protection Of Pregnant, Post-Natal And Breastfeeding Employees
SA1-13	Lone Working
SA1-14	Health And Safety Training
SA1-15	Health And Safety Of Visitors
SA1-17	Personal Protective Equipment
SA1-18	Home Working
SA1-19	Employing Agency And Temporary Staff
SA1-20	Safe Systems Of Work
SA1-21	Action On Enforcing Authority Reports
SA1-22	Equality And Disability Discrimination Compliance
SA1-23	Health And Safety Information For Employees
SA2-1	Fire Safety - Arrangements And Procedures
SA3-1	First Aid
SA3-2	Welfare, Staff Amenities, Rest Rooms And The Working Environment
SA3-2A	Indoor Air Quality
SA3-3	Housekeeping And Cleaning
SA3-4	Pest Control
SA3-5	Building Services
SA3-6	Control Of Hazardous And Non-Hazardous Waste
SA3-9	Access, Egress, Stairs And Floors
SA3-11	Workplace Signs
SA3-14	Water Temperature Control
SA3-15	Premises
SA4-1	Electrical Safety
SA4-2	The Provision, Use And Maintenance Of Work Equipment
SA4-4	Office Equipment
SA4-8	Slips, Trips And Falls
SA4-31	Occupational Road Safety
SA5-5	Working Time, Night Work And Shift Working
SA5-9	Manual Handling
SA5-11	Display Screen Equipment
SA5-12	Legionella Control
SA5-16H	Asbestos At Work - No Survey ,No Off-Site Risk
SA5-18	Stress In The Workplace
SA5-19	Aggression And Violence

Ref. number	Title
SA7-2	Contractor Control And Management

Safety Arrangement 1-1

MANAGING SAFETY AND HEALTH AT WORK

We recognise the business benefits that can accrue from the effective management of safety and health at work. To obtain these benefits for our company we have recognised the need for an effective management system and have taken steps to put such a system in place.

We have done this by;

- Nominating an individual member of the senior management to take responsibility for managing safety and health at work.
- Providing adequate resources.
- Providing such health and safety information, instruction and training for all workers as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents and dangerous occurrences.
- Reporting reportable accidents within the statutory timescales (information is in our Guidance Notes).
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing our arrangements for managing safety and health at work is identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-1

MANAGING SAFETY AND HEALTH AT WORK

Action Plan

To meet our legal obligations to manage safety and health at work we have;

1. Identified managers to take responsibility for managing health and safety in our business activities on site.
2. Ensured that they understand their duties and responsibilities.
3. Provided them with adequate training.
4. Given them the authority required and the resource necessary for them to fulfil their role.
5. Planned our management of health and safety at work, set up and maintain systems that will deliver a satisfactory health and safety performance.
6. Explained to our workers, supervisors and managers the nature of our arrangements for managing health and safety at work.
7. Ensured that all our workers are aware of the need to make concerns about health and safety at work known and report accidents, incidents and cases of work-related ill health to their managers.
8. Provided for review of our arrangements from time to time to ensure that they are fully understood and are operating correctly.

Advice and guidance on the management of health and safety is in our safety management system at Guidance Note 1-1 Managing Safety and Health at Work.

Safety Arrangement 1-3

ACCIDENT, INCIDENT, DANGEROUS OCCURRENCE REPORTING AND INVESTIGATION

We encourage our employees to report all personal injury accidents, near miss incidents and dangerous occurrences that happen in the course of their work so that we can investigate the causes, learn from experience and improve our management of health and safety. We also use the information to help us meet our obligations under the legislation requiring accidents to be reported to the Enforcing Authority.

We do this by:

- Nominating an individual member of staff to manage the investigation, recording and reporting accidents, incidents and dangerous occurrences.
- Having accident, incident and dangerous occurrence reporting procedures.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents and dangerous occurrences.
- Reporting reportable accidents and dangerous occurrences within the statutory timescales (see Guidance Note 1-3).
- Developing and implementing investigation protocols and policies.
- Providing and recording relevant training.
- Ensuring that those carrying out investigations are competent.
- Routinely reviewing the outcome of investigations and the operation of our reporting system.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy

Safety Arrangement 1-3

ACCIDENT, INCIDENT, DANGEROUS OCCURRENCE REPORTING AND INVESTIGATION

Action Plan

To meet our legal obligations to manage effectively the health and safety of our workforce and report accidents, incidents and dangerous occurrences to the Enforcing Authority we need to;

1. Identify people to be responsible for investigating the cause of injuries, incidents and dangerous occurrences and to manage our reporting arrangements.
2. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to carry out investigations and operate the system effectively.
3. Provide suitable training for those who don't.
4. Create the systems and make sure all members of our workforce, including managers and supervisors are aware of and understand them.
5. Provide an accident book, implement the procedures, and ensure that they are followed in practice.
6. When investigating consider-
    1. The time and date of the event, the prevailing weather conditions and local lighting.
    2. What was happening or what the injured person and any witnesses were doing.
    3. Risk assessments or safe systems of work for the task being carried out and details of relevant training given to the injured party and others involved.
    4. Obtaining witness statements, where possible.
    5. Making a sketch of the accident area, include accurate measurements, if appropriate. Taking photographs of the site; record any unusual or causal features present. Making observational notes on the potential causation, noting features, equipment defects or work practice that may have contributed to the eventual outcome.
    6. The underlying, as well as the immediate, causes of the event.
7. Keep a written record of investigations.
8. Review the causes of the events that have occurred to consider whether similar events could be prevented by the introduction of reasonably practicable control measures.
9. Monitor and review the operation of this procedure from time to time to check that the investigation and reporting procedures are understood, are being followed in practice and that lessons learned are being put into practice.

For information and advice see Guidance Notes 1-3 Accident, Incident and Dangerous Occurrence Reporting and 1-4 Accident Investigation.

Safety Arrangement 1-5

WORKPLACE HEALTH AND SAFETY CONSULTATION

We have a duty to consult with our workforce on matters affecting their health, safety and welfare whilst at work. We have, therefore, set up a process for managers to consult with employees or their elected safety representatives about work-related health, safety and welfare issues. This system is also used to deliver simple safety messages and rules at short toolbox talks.

We do this by:

- Nominating a manager to organise and make arrangements for consultation meetings and toolbox talks.
- Recognising any representatives elected by the work force or appointed by trade union members and their statutory role.
- Arranging scheduled formal consultation meetings or toolbox talks between managers, elected representatives and employees as appropriate.
- Developing and implementing consultation procedures.
- Providing or allocating time for employees, employee elected safety representatives and trade union appointed safety representatives to undertake safety-related training.
- Taking and keeping minutes of consultation meetings and making them available to all staff.
- Being seen to listen and act on issues and concerns raised during consultation meetings.

The personnel responsible for implementing and operating this consultation process are set out in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-5

WORKPLACE HEALTH AND SAFETY CONSULTATION

Action Plan

To have effective consultation with our workforce on health and safety at work matters we need to-

1. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create a formal system and make sure it is known to all members of our workforce.
4. Consider as part of the system-
    1. Recognising and involving representatives of the workforce from all levels.
    2. Recognising trade union safety representatives and those elected by non-union workers.
    3. Where there are no nominated representatives, appointing a worker(s) to act as spokesman for the others.
    4. Permitting employee representatives to have time off to attend relevant health and safety training.
    5. Providing training for employee representatives if necessary or beneficial to the process.
    6. Scheduling health and safety as an agenda item for staff meetings.
    7. Arranging to discuss safety concerns with Trade Union Safety Representatives where they have been appointed.
    8. Formally recording the outcomes of all consultation meetings and keeping these records.
    9. Making the outcomes of consultation meetings available to all those employees affected by them.
5. Explain these arrangements to our workforce. Ensure they are understood.
6. Implement the procedure and ensure that it is followed in practice.
7. Review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

Advice and guidance on consultation arrangements and procedures can be found in Guidance Note 1-5 Workplace Health and Safety Consultation.

Safety Arrangement 1-6

RISK ASSESSMENT AND HAZARD REPORTING

We have a duty to assess the significant risks created by our business activities. We have a duty to implement the findings of these risk assessments to ensure the safety, health and welfare of our employees and others who may be affected by our work.

To support this process and our management of health and safety we encourage our employees and contractors to report all hazards observed in the course of their work, so that potential risks can be identified and the appropriate action taken.

We will do this by:

- Nominating senior managers to oversee our risk assessment process and hazard reporting procedure.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Developing risk assessments, safe systems of work, method statements and measures to effectively control those risks.
- Explaining the results of risk assessments to our workforce.
- Implementing the findings of the risk assessments, procedures, strategies, safe systems of work and control measures.
- Implementing hazard reporting procedures and explaining them to our workforce.
- Recording and analysing hazards when they occur and investigating corrective and preventive measures.
- Employees and others following our procedures, control measures and safe systems of work.
- Regular review of existing risk assessments and identifying the need for additional assessments.
- Providing and recording relevant training.
- Routinely reviewing the operation of our systems.
- Using experience to improve our safety, health and welfare management system.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-6

RISK ASSESSMENT AND HAZARD REPORTING

Action Plan

For our risk assessment process to be sufficiently robust to protect the health, safety and welfare of our employees and anyone else affected by our work activity we need to;

1. Assess our activities to identify where and when workers or others may be exposed to significant levels of risk.
2. Involve site managers and employees in identifying hazards and managing and co-ordinating risk assessment.
3. Appoint and train sufficient numbers of staff carry out risk assessments.
4. Systematically identify the hazards to which our workforce and others are exposed.
5. Provide a means for the workforce to identify and report hazards or potential hazards to their managers.
6. Consider the risks from those hazards, however recognised, identifying people at risk.
7. Evaluate the risks and decide if further precautions are required, record our findings and implement those findings.
8. Involve all persons involved in the activity in identifying hazards and carrying out risk assessments.
9. Explain the results of risk assessments to any affected staff and detail any new precautions or systems of work they need to follow.
10. Review risk assessments on a regular basis, at intervals appropriate to the risk.
11. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

For information and advice see Guidance Notes 1-6 Hazard Reporting and 1-10 Risk Assessment.

Safety Arrangement 1-7

OCCUPATIONAL HEALTH AND HEALTH SURVEILLANCE

We have a duty to ensure the health and wellbeing of our employees who may be affected by the risk of ill health arising from their work activities. We will implement systematic, regular and appropriate procedures to detect early signs of work-related ill health among employees exposed to certain health risks and act on the results.

We do this by:

- Nominating senior managers to coordinate and manage health surveillance screening programmes.
- Implementing strategies and procedures for health effects such as hand arm vibration syndrome, dermatitis, occupational asthma, musculoskeletal and other health effects caused by work activities.
- Ensuring that the strategies and procedures for health surveillance are undertaken by competent, trained personnel.
- Ensuring that managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Recording health surveillance by completion of initial health questionnaires.
- Completing equipment and other risk assessments associated with activities which may harm health.
- Monitoring and reviewing our systems; using experience we aim to improve the way we coordinate health surveillance.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-7

OCCUPATIONAL HEALTH AND HEALTH SURVEILLANCE

Action Plan

To complete and set up our health surveillance system we will-

1. Identify where and when workers may be exposed to health risks.
2. Assess that work, identifying if any exposure is above the exposure limit value or the action value set by law and whether it could be further reduced.
3. Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.
4. Health surveillance is normally required for-
    1. Chemical hazards - dusts, fumes, solvents, liquids or gases.
    2. Biological hazards - bacteria, viruses, livestock, plants.
    3. Physical hazards - musculoskeletal injuries, noise, vibration.
    4. Stress - excessive workloads.
5. The level of surveillance required.
    1. A 'responsible person' looking for a clear reaction where someone is working with something that could harm their health, e.g. checking for skin damage on hands where solvents are being used.
    2. A 'qualified' person asking employees about symptoms of ill health or inspecting or examining individuals for signs of ill health, e.g. conducting a hearing test, or a lung function test.
    3. Medical surveillance by a doctor, which can include clinical examinations to look for a reaction from exposure to some chemicals.
6. Keeping confidential individual health records where required.
7. Are baseline health assessments required when a person starts work or changes job?

Further information and advice on health surveillance can be found in Guidance Note 1-7.

Safety Arrangement 1-8

SUBSTANCE AND ALCOHOL ABUSE

We have a duty to protect the safety, health and welfare of our employees and others from the hazards that may arise because of workers abusing alcohol and other substances.

We do this by:

- Nominating senior staff members to coordinate and manage our substance and alcohol abuse policy and provision.
- Implementing strategies, policies and procedures.
- Explaining our policies and procedures to employees.
- Employees and others following our procedures and policies.
- Providing and recording relevant information and training.
- Providing competent accredited trained personnel to provide support and counselling services.
- Ensuring managers and supervisors know what to look for when employees or contractors arrive on site.
- Monitoring and reviewing our systems; using experience to improve the way we manage the risks from substance abuse.

The personnel responsible for these measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-8

SUBSTANCE AND ALCOHOL ABUSE

Action Plan

To protect workers and others from the risks of working with people who abuse substances and alcohol we will-

1. Use this policy for dealing with workers whose abuse of substances and alcohol put other people at work at risk.
2. Consider-
    1. The problem should be treated as an illness.
    2. The problem can be successfully treated.
    3. Disciplinary action is a last resort.
    4. Sufferers may find it difficult to admit to a problem.
    5. It is easier to take action in the early stages of the condition.
    6. Staff should be able to identify early signs of problems.
    7. Advice is available from many organisations
3. Review this procedure based on these considerations.
4. Explain these arrangements to our workforce. Ensure they are understood.
5. Provide training and information, where required, for staff nominated with responsibility so that they are able to identify workers with substance abuse problems.
6. Implement the procedure, identify who is to provide support and counselling services and ensure that it is followed in practice.
7. Ensure that staff, particularly managers and supervisors, remains aware of our procedure although we hope and expect it will not be required in practice.
8. Monitor and review the operation of this procedure whenever it has been used, making changes identified as necessary or beneficial.

Information and advice on this subject can be found in Guidance Note 1-8 Substance and Alcohol Abuse.

Safety Arrangement 1-9

PURCHASING

We have a duty to ensure the safety, health and welfare of our workers and others who come onto our premises. We have systems in place to protect these people from hazards and risks created by new plant, equipment, supplies and substances that we purchase for use in our business.

Our systems consist of:

- Nominating senior managers to identify and oversee the safe purchase of equipment and machinery.
- Implementing our purchasing policy and identifying the safest available options.
- Ensuring that this policy is managed by trained and competent staff.
- Ensuring that the equipment purchased is safe, adequate, suitable for its purpose, and that safety devices and other control measures are fitted.
- Providing adequate and sufficient personal protective equipment to workers.
- Providing relevant training for use of equipment and machinery.
- Ensure relevant qualifications are up to date and suitable.
- Monitoring and reviewing our systems; using experience to improve our purchasing policy.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-9

PURCHASING

Action Plan

To ensure that we purchase work equipment and substances that will be safe, so far as is reasonably practicable, when used by our workers and others we will:

1. Identify the people authorised to purchase equipment, supplies and substances and consider whether they need specific training to specify health and safety requirements.
2. Consider where we buy equipment and substances.
3. Obtain the manufacturer's Safety Data Sheets for the substances we purchase and consider the hazard and risk data provided.
4. When buying equipment specify in purchase orders that it complies with relevant European or National Standards.
5. On receipt of new equipment check that where relevant it bears compliance markings.
6. Involve workers in using this procedure based on these considerations.
7. Explain these arrangements to our workers. Ensure they are understood.
8. Provide training where required and information for workers nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time, making changes identified as necessary or beneficial.

Information and advice about health and safety on this subject can be found in Guidance Note 1-9 Purchasing.

Safety Arrangement 1-11

PROTECTION OF PREGNANT, POST-NATAL AND BREASTFEEDING EMPLOYEES

We have a duty to protect the health of pregnant employees from hazards that might be present in the workplace. We also have a duty to assess the risks to women of child bearing age from our activities and inform them of any potential risks that might affect a pregnancy.

We do this by:

- Nominating senior staff members to identify and assess the hazards which pose risk to new and expectant mothers.
- Developing and implementing systems and procedures that will protect all women of child bearing age from risks to unborn children.
- Developing and implementing systems and procedures that will protect pregnant employees and their children from hazards and risks in our workplace or risks from the work activity.
- Considering the personal needs of each pregnant employee.
- Ensuring that the assessments are sensitively carried out by competent, trained personnel.
- Implementing the findings of each assessment.
- New and pregnant employeess and other workers following agreed procedures and control measures.
- Recording our assessments and agreed plans.
- Monitoring and reviewing our systems to improveme to the way we manage potential risks to new and pregnant employees.

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-11

PROTECTION OF PREGNANT, POST-NATAL AND BREASTFEEDING EMPLOYEES

Action Plan

To protect the health of pregnant employees and women of child-bearing age we should;

1. Assess the risks that our business activities may have on women of childbearing age and any potential foetus.
2. Inform the workforce of those risks.
3. Reduce those risks so far as is reasonably practicable.
4. Assess the risks to any worker who notifies us that they are pregnant or are returning to work after having given birth.
5. Consider factors such as:
    1. Substances to which they might be exposed.
    2. Cancer causing substances.
    3. Chemical agents which may be absorbed through the skin e.g. Pesticides.
    4. Carbon monoxide.
    5. The size and shape of their workstation.
    6. Posture.
    7. Vibrations.
    8. Environmental factors.
    9. Ability to stand or sit for long periods.
    10. Night working.
    11. Lifting and carrying.
    12. Noise levels.
    13. Welfare arrangements.
6. Discuss the results of the risk assessment with the worker.
7. Consider how to reduce risks.
8. Find alternative work for the worker if it is not possible to reduce risks in her current job to an acceptable level. Alternatively give her paid absence from work.
9. Implement our decisions.
10. Make sure supervisors and other employees are aware and understand the measures to be taken.
11. Review the risk assessment as pregnancy develops or as the pregnant worker makes any concerns or problems known.

For further information see Guidance Note 1-11 New and Expectant Mothers.

Safety Arrangement 1-13

LONE WORKING

Our company has a duty to ensure the safety, health and welfare of our workforce whilst at work. That duty extends to employees who work by themselves without close or direct supervision.

We do this by:

- Nominating senior staff members to consider the health, safety and welfare of lone workers.
- Identifying situations where lone working is required which affect our employees.
- Making an assessment of the risks to members of our workforce who are or may become lone workers.
- Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- Providing sufficient funding support to enable the development and implementation of procedures, risk assessments and control measures.
- Ensuring that procedures and control measures are in place for lone working situations.
- Ensuring that identified equipment needs are met and training on their use is given.
- Ensuring that the content of the procedures and risk assessments are made available to all staff.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working.

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-13

LONE WORKING

Action Plan

To protect the health, safety and welfare of our workers who work alone, whether it is because they are a mobile worker, because they work away from our core operating site or for other reasons, we will;

1. Identify who among our workforce is or is potentially a lone worker.
2. Assess the risks to those identified as lone workers.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider, as part of our assessment, issues such as;
    1. Where they work.
    2. Are they at risk because they are work at remote locations?
    3. Are they at greater risk in the winter months?
    4. Are they likely to cut corners because they are not under direct supervision?
    5. Are they at risk from a violent client or a member of the client's family?
    6. Are they at risk because of health issues?
    7. Are they at risk because they work exceptional hours?
    8. Are they at risk because they do not have access to welfare or first aid facilities?
    9. Are they at risk because a significant part of their day is spent driving?
    10. Mobile phone signals.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.

Advice on managing the risks from lone working can be found in Guidance Note 1-13.

Safety Arrangement 1-14

HEALTH AND SAFETY TRAINING

We have a duty to protect the health, safety and welfare of our employees and others who might be affected by our work activities. Among other specific arrangements we need to be sure that our workforce is trained to recognise hazards and risks and what they need to do to eliminate, reduce and avoid those risks.

We do this by:

- Nominating a senior manager to oversee Health and Safety training.
- Assessing the risks to our workforce and others from an inadequately trained workforce.
- Developing and implementing training policies, programmes and arrangements.
- Ensuring that the policy, programmes and arrangements are managed by competent, trained personnel.
- Managing our activities to ensure that employees are adequately trained for the variety of tasks which they may asked to do.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage our Health and Safety training programmes.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-14

HEALTH AND SAFETY TRAINING

Action Plan

In developing and implementing training policies, programmes and arrangements we need to-

1. Assess our work activity to identify where and when workers or the public may be exposed to hazards and risks.
2. Where we identify hazards we need to consider the associated risks and the ability of staff to control them and then to identify whether their knowledge of and training about control measures is adequate.
3. Identify any jobs that require workers to have received specific health and safety training.
4. Identify the systems already in place to provide training and any additional measures that may be required.
5. Consider procedures and practices including-
    1. Infection Control
    2. Chemicals used to clean and disinfect.
    3. Working at height.
    4. Use of equipment.
    5. Manual handling.
    6. Electrical safety.
    7. Mundane work.
    8. Occasional work activities.
    9. Training needs analyses for individuals.
6. Involve our workforce in making these assessments of our needs.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Explain these arrangements to the workforce, their managers and supervisors. Ensure they are understood and provide further training where necessary.
9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review this procedure from time to time making changes identified as necessary or beneficial.

Information, advice and guidance on the provision of Health and Safety Training can be found in Guidance Note 1-14.

Safety Arrangement 1-15

HEALTH AND SAFETY OF VISITORS

We have a duty to ensure the health and safety of visitors who come onto our premises.

We do this by:

- Nominating senior managers to identify and manage the workplace hazards of risk to visitors.
- Assessing the risks to visitors.
- Providing a visitors' book to track visitors present in our premises.
- Developing and implementing visitor and client procedures and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure that could be an additional hazard to visitors and clients.
- Ensuring employees and others adhere to the contents of procedures, control measures and safe systems of work.
- Providing relevant information and training.
- Monitoring and reviewing our systems; using experience to improve the way we manage the risks to visitors and clients.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-15

HEALTH AND SAFETY OF VISITORS

Action Plan

To protect visitors to our workplace we need to:

1. Assess our work activity to identify where and when visitors may be exposed to hazard and risk.
2. Identify risks that visitors and clients might face when at our premises.
3. Assess those risks to identify where control measures are required.
4. Identify any control measures already in place and any additional measures that may be required.
5. Consider among other issues-
    1. Where visitors and clients go, when they go there, why they go there and what they do when they get there.
    2. Floor coverings.
    3. Slippery floors.
    4. Chemical hazards.
    5. Electrical hazards.
    6. Condition of stairs etc.
    7. Plant and equipment hazards..
    8. Workplace transport.
6. Involve staff in making these assessments; use their experience.
7. Develop procedures, programmes and practices for ensuring visitor safety that are tailored to our workplace.
8. Explain these arrangements to staff and managers. Making sure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever a visitor suffers a work-related injury, making changes to the procedure identified as necessary or beneficial.

Further advice and guidance on the Health and Safety of visitors is in Guidance Note 1-15.

Safety Arrangement 1-17

PERSONAL PROTECTIVE EQUIPMENT

Where the protection of the health, safety and welfare of our workforce and others who may be affected by our business activity can only be achieved by the issue of personal protective equipment we have a duty to provide such equipment as is necessary without charge.

We do this by:

- Nominating senior managers to manage work-related health and safety issues.
- Reviewing our arrangements and procedures for managing hazards and risks to identify where existing controls are not sufficient to protect workers or others from the risk of ill health.
- Identifying where personal protective equipment (PPE) are required to reduce risk to an acceptable level or provide further protection.
- Assessing the suitability and adequacy of the PPE supplied for use.
- Explaining the need for and the correct use of PPE to our workforce.
- Making sure that managers and supervisors know why and when PPE is required.
- Managers and supervisors ensuring employees and others wear PPE in designated areas.
- Providing facilities for storage, cleaning, maintenance and replacement of PPE.
- Providing and recording relevant training.
- Monitoring and reviewing the policy and procedures; using experience we aim to continuously improve and reduce the incidence of work-related ill health.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-17

PERSONAL PROTECTIVE EQUIPMENT

Action Plan

To protect the health, safety and welfare of our workforce and others who may need to use personal protective equipment we will-

1. Assess our activities to identify where and they may be exposed to risks to health that are not adequately controlled at source.
2. Where such risks are identified - carry out a comprehensive risk of the risks to their health.
3. Involve our workforce in these assessments.
4. Identify the control measures already in place and any additional measures that may be required before the use of PPE is adopted. Refer to official guidance, manufacturer and trade guidance and Irish and European Standards.
5. Remember that the issue of PPE should only be considered when we are unable to control the hazard and risk by other reasonably practicable means.
6. Consider among other issues-
    1. Elimination of the hazard.
    2. Control of the hazard, extraction, dilution, dampening etc.
    3. Adequacy of PPE.
    4. Fitting of PPE to the individual user.
    5. Face fit testing where Respiratory Protective Equipment is used.
    6. Storage facilities.
    7. Arrangements for cleaning, repair and replacement.
    8. Training supervisors and users for correct use, cleaning etc.
    9. Supervising use.
    10. Signs for areas where the use of PPE is required.
    11. Records of training, issue and replacement.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health caused by inadequate or failure to use PPE, making changes to the procedure identified as necessary or beneficial.

Information and advice on the issue and use of PPE can be found in Guidance Note 1-17.

Safety Arrangement 1-18

HOME WORKING

We have a duty to protect our employees from the hazards and risks which may arise when employees work from home.

We do this by:

- Nominating senior managers to manage and reduce the risks posed from home working.
- Assessing the risks arising to individual workers and others from home working.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the policy, procedures, safe systems of work and control measures relating to home working are managed by competent, trained personnel.
- Managing our business to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will make improvements to the way we manage the risks posed from home working.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-18

HOME WORKING

Action Plan

To protect workers from the risks associated with home working we will:

1. Assess the suitability of their work and home environment for 'home working' using 'Form HWVC' whenever home working is being considered.
2. We will consider-
    1. Is the designated home working area clear from obstructions and tripping hazards.
    2. Is the equipment (chair, desk, keyboard) suitable for the user while they are at work.
    3. In each case, is the equipment ergonomically sound.
    4. Are sufficient storage facilities available.
    5. Is lighting of the working area adequate.
    6. Is the temperature in the work area comfortable?
    7. Is the area well ventilated?
    8. Are all cables and plugs in use in good repair and visually acceptable?
    9. Are all items of electrical equipment in good repair and working correctly?
    10. Has the home worker had basic manual handling and ergonomics training?
    11. Fire safety.
    12. First Aid arrangements.
3. Ensure workers have an area in the home designated strictly to their work to help them separate their working area from their leisure activities and home life.
4. Provide suitable IT equipment. Some laptop and portable computers may not be suitable for home use.
5. Make sure homeworkers are properly managed.
6. Encourage home workers to report all accidents and incidents whilst working from home to their supervisor as soon as practicable. Supervisors should ensure that the accident and incident report form is completed.

Information and advice on the health and safety of home workers is in Guidance Note 1-18.

Safety Arrangement 1-19

EMPLOYING AGENCY AND TEMPORARY STAFF

We have a duty to ensure the health, safety and welfare of any agency and temporary staff we employ.

We do this by:

- Nominating senior managers to liaise with recruitment agencies and coordinate the selection process of suitable, competent agency staff and temps.
- Identifying any specific risks to these temporary or agency staff whilst they are employed by us.
- Developing and implementing procedures and control measures necessary to protect the health and safety of temporary and agency to effectively control the risk posed.
- Assessing the abilities and health and safety of agency or temporary staff at work in the job for which we employ them.
- Ensuring that they are adequately trained for the tasks they are to do.
- Ensuring that any assessment of these people is carried out by competent, trained personnel.
- Ensuring that all workers including the agency or temporary workers are aware of the emergency arrangements and procedures.
- Ensuring that agency staff and temporary workers follow our specific business and site rules.
- Monitoring and reviewing our systems; using experience of these arrangements to improve the way we manage the risks to agency and temporary workers.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-19

EMPLOYING AGENCY AND TEMPORARY STAFF

Action Plan

To protect the health, safety and welfare of agency and temporary staff which we employ we will-

1. Liaise with the agency and set out our specific requirements including the nature of the work for which agency workers are required and any specific training requirements or qualifications for agency workers.
2. Assess our work activity to identify where and when agency or temporary workers may be at risk.
3. Where risks are identified make an assessment of those risks identifying control measures that should be in place.
4. Identify the control measures already in place and the additional measures that may be required.
5. Consider among other issues-
    1. Detailed job descriptions for the employment agencies.
    2. Skill levels required.
    3. Language issues.
    4. Cultural differences.
    5. Training (job specific and induction).
    6. Supervision
    7. Provision of personal protective equipment.
6. Involve the workforce in making these assessments.
7. Develop procedures, programmes and practices tailored to our business.
8. Explain these arrangements to the workforce, their supervisors and managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever an agency or temporary worker suffers injury or work-related ill-health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on the health and safety at work of agency and temporary staff can be found in Guidance Note 1-19.

Safety Arrangement 1-20

SAFE SYSTEMS OF WORK

We have a duty to ensure our workforce are provided with clear instructions and training when undertaking potentially hazardous tasks that pose significant risks.

We do this by:

- Nominating senior staff members to oversee and implement safe systems of work.
- Identifying where safe systems of work are required.
- Developing safe systems of work to effectively control the work activities within our work premises or on site.
- Communicating the safe systems of work to applicable employees.
- Ensuring that safe systems of work are created by competent, trained personnel.
- Providing training on the safe system to the workforce.
- Regular checks to ensure that the systems are being followed.
- Reviewing our systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system.

Safety Arrangement 1-20

SAFE SYSTEMS OF WORK

Action Plan

To ensure that adequate safe systems of work are in place for employees to follow we will;

1. Appoint and train sufficient numbers of staff in the creation of the Safe System of Work.
2. Systematically identify the areas where a Safe System of Work may be required.
3. Assess the task and identify the hazards.
4. Define the safe method of undertaking the task.
5. Document the safe system of work and ideally display it at the work site where the work takes place.
6. Implement the system and ensure employees understand it. Provide training where necessary.
7. When developing and implementing safe systems of work we should involve managers and workers in the task being assessed.
8. Review safe systems of work on a regular basis or when situations change.

Advice and guidance on safe systems of work can be found in Guidance Note 1-20 Safe Systems of Work.

Safety Arrangement 1-21

ACTION ON ENFORCING AUTHORITY REPORTS

We recognise that we will need to take early action on receipt of reports from the Enforcement Authority and plan to deal with them as a high priority.

We have done this by-

- Nominating our most senior manager to coordinate the actions required.
- Providing adequate resources, financial and human, to meet these requirements.
- Routinely reviewing progress.
- Having access to competent health and safety advice.
- Using to guide and support us in meeting enforcing authority requirements.

The person responsible is shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-21

ACTION ON ENFORCING AUTHORITY REPORTS

Action Plan

To meet our legal obligations and act on enforcing authority reports we will-

1. Identify a responsible manager to coordinate the action required.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority and resource necessary for them to fulfil their role.
5. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their managers.
6. Review our arrangements from time to time to ensure that they are fully understood and are working correctly.

Advice and guidance on this subject can be found in Guidance Note 1-21 Action on Enforcement Authority Reports.

Safety Arrangement 1-22

EQUALITY AND DISABILITY DISCRIMINATION COMPLIANCE

We recognise the benefits that accrue from planned and carefully considered arrangements for the equal treatment of all people with regard to health, safety and welfare issues. To obtain these benefits we have taken steps that will help to avoid discrimination within our business.

We have done this by:

- Nominating an individual member of the senior management to coordinate action to meet the needs of disadvantaged and vulnerable persons.
- Providing adequate resources, financial and human, to make reasonable adjustments to our workplace(s).
- Allowing employees to nominate safety representatives who will represent their colleagues in respect of health, safety and welfare matters.
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person responsible is shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-22

EQUALITY AND DISABILITY DISCRIMINATION COMPLIANCE

Action Plan

To meet our legal obligations to avoid discrimination to employees we need to:

1. Have a manager to coordinate the actions required and enable us to treat all people equally.
2. Ensure that they understand their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority and the resource necessary to fulfil their role.
5. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

Advice and guidance on this subject can be found in Guidance Note 1–22 Equality, Disability Discrimination and Compliance.

Safety Arrangement 1-23

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

We recognise the benefits that accrue from the provision of effective information about health, safety and welfare activities to our employees. To obtain these benefits we need an effective management system and have taken steps to provide adequate information to employees and others.

We have done this by;

- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources.
- Providing health and safety information, instruction, training and supervision for all workers as necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for provision of information to employees is identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-23

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

Action Plan

To meet our legal obligations to provide adequate health and safety information to employees we need to

1. Identify a person to take responsibility for ensuring that adequate information is provided to employees.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Identify the most effective methods for providing information to employees.
6. Provide information to our employees about their responsibilities and essential safety rules.
7. Explain to our workers, managers and supervisors the nature of our arrangements for managing health, safety and welfare.
8. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their managers.
9. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

Advice and guidance on this subject can be found in Guidance Note 1-23 Health and Safety Information for Employees.

Safety Arrangement 2-1

FIRE SAFETY – ARRANGEMENTS AND PROCEDURES

We must implement and maintain a fire safety programme, to control the risk of fire, and to provide fire warning systems, firefighting equipment, emergency lighting, emergency signs, adequate means of escape and evacuation procedures. We have made arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

Our arrangements are:

- Nominating a ‘responsible person’ to coordinate fire and emergency arrangements and take responsibility for maintaining an up-to-date Fire Risk Assessment.
- Identifying fire risks on our premises, potential emergency situations and who may be affected.
- Assessing the level of risk and recording the information in the Fire Risk Assessment and emergency plan.
- Implementing procedures and control measures to mitigate the risks.
- Liaising with the emergency services, informing them of any workplace or process hazards that have the potential to create fire or emergency situations.
- Developing safe systems of work to reduce the potential for fire and emergency situations.
- Adequate provision of tested and inspected firefighting and warning equipment.
- Practicing and recording fire evacuation procedures.
- Delivering training on the emergency plan, the fire risk assessment and on the use of firefighting equipment.
- Reviewing our system. We use experience to improve our fire safety management arrangements.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 2-1

FIRE SAFETY – ARRANGEMENTS AND PROCEDURES

Action Plan

To protect workers and others from the risk of fire we need to-

1. Nominate and train a senior manager to be our competent and responsible person for fire safety matters.
2. Prepare and maintain an up-to-date fire risk assessment. If we have hazards which make our premises high risk we will need to get assistance from experts.
3. Provide and maintain (keep records) suitable fire alarm systems, means of escape, firefighting equipment, emergency lighting and emergency signs.
4. Develop procedures for the safe and speedy evacuation to a place of relative safety of workers and others in a fire or other emergency.
5. Where appropriate consult with the Fire Service in making these provisions and in developing our site-specific arrangements and procedures.
6. Consider-
    1. Fire prevention. Storage of flammables, waste disposal, open flames etc.
    2. Potential sources of ignition including use of flammable substances and process related fire hazards.
    3. Maintenance of fire alarms, smoke detectors, automatic door closers.
    4. Maintenance of fire doors and escape routes.
    5. Emergency procedures – fire wardens, fire and evacuation drills and safe assembly points.
    6. Maintenance of fire extinguishers and firefighting equipment.
    7. Liaison with fire service and assisting the fire service in the event of a fire.
    8. Providing and maintaining fire safety signs and notices.
    9. Record keeping.
    10. Safe means of shutting down electric, gas and fuel supplies
    11. Always purchase robust equipment suitable for our intended use
7. Explain the fire safety programme, arrangements and procedures to our managers, supervisors, workforce and any other people who need to know, including; landowners, neighbours, visitors, residents etc. Ensure they are understood. Provide training where required and information for staff nominated with responsibilities.
8. Implement the Programme and ensure that it is followed in practice.
9. Carry out fire alarm and evacuation drills to check that the Programme works in practice.
10. Monitor and review the operation of all aspects of the Fire Safety Programme at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial.

Advice and guidance on the development of a Fire Safety Programme can be found in Guidance Note 2-1 Fire Safety - Arrangements and Procedures.

Safety Arrangement 3-1

FIRST AID

We have a duty to provide suitable first aid arrangements for our staff, visitors and others who may be affected by our activities. We have taken steps to provide first aid arrangements that meet this requirement.

We do this by:

- Nominating a senior manager to identify our needs and ensure continuing arrangements for first aid provision.
- Assessing the reasonable level of first aid provision required for our business at our workplace and for mobile staff.
- Recruiting sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- Arranging approved training for those people and keeping records of their training.
- Providing adequate numbers of trained personnel to be always available during business hours.
- Providing and maintaining enough first aid equipment and consumables.
- Displaying names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- Routinely reviewing our first aid arrangements for suitability and ensuring that where we have trained first aiders qualifications are up to date.

The personnel responsible for these measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-1

FIRST AID

Action Plan

To ensure that we meet our obligations to provide suitable first aid arrangements for our staff, clients and others who may be affected by our activities we need to take the following action-

1. Assess our business activity to identify the level of first aid provision that will be necessary.
2. Consider issues including-
    1. The severity of foreseeable work-related accidents.
    2. The number of people likely to be present at any one time.
    3. The nature of health and safety risks at our setting.
    4. The location and accessibility of the workplace.
    5. Whether the need is for trained first aiders or appointed persons.
    6. The need for travel kits on company vehicles.
3. Keep a written record of our assessment and conclusions.
4. Explain our assessment and conclusions to our workforce and service users.
5. Identify workers to be trained and take responsibility for administering first aid.
6. Provide approved training for appointed first aiders.
7. Keep records of this training and ensure qualifications are kept up to date.
8. Make sure our arrangements are understood and the responsible people known to all employees and managers.
9. Provide suitable facilities and consumables for delivering first aid at our workplace
10. Monitor and review from time to time the operation of this procedure in the light of experience making changes to our system identified as necessary or beneficial.

Information and advice on First Aid provision can be found in Guidance Note 3-1 First Aid.

Safety Arrangement 3-2

WELFARE, STAFF AMENITIES, REST ROOMS AND THE WORKING ENVIRONMENT

We have to make and maintain arrangements for welfare and the provision of a safe and healthy working environment. This includes a duty to provide restrooms for the welfare of new and expectant mothers, where work is arduous or conducted in a hostile environment and portable facilities where there is a need.

We do this by-

- Nominating senior managers to oversee our provision and maintenance of welfare facilities and a safe working environment.
- Maintaining our workplace including buildings, sheds and fixtures in good order and according to required standards.
- Providing welfare facilities that are fit for purpose and include adequate hot, cold and drinking water, sanitary conveniences, hand washing facilities, facilities for meal breaks, sufficient light, heat and ventilation.
- Implementing housekeeping, cleaning and maintenance regimes.
- Providing and recording relevant instruction and training.
- Regular monitoring and review of our arrangements and facilities to ensure that they remain sufficient and are adequately maintained.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-2

WELFARE, STAFF AMENITIES, REST ROOMS AND THE WORKING ENVIRONMENT

Action Plan

To ensure that we make the proper and necessary arrangements for welfare and to provide a safe working environment we will-

1. Consider the arrangements we have in place to provide for the welfare of our workforce whilst at work and to provide a safe working environment.
2. Assess the specific welfare arrangements, including rest rooms and catering areas that we have provided against both minimum legal requirements and what might reasonably be expected by law; particularly where work may be arduous or in a hostile environment.
3. Consider among other relevant issues-
    1. Our worksite, the condition of the buildings.
    2. Temperature, ventilation and lighting in the workplace.
    3. The use of chemical and biological and substances.
    4. The condition of floors, walls and ceilings.
    5. Traffic routes.
    6. Sanitary and washing facilities.
    7. Clothing accommodation, changing rooms and rest rooms.
    8. Drinking water and the means for making hot drinks and heating food.
    9. Arrangements to support workers away from fixed facilities, e.g. during in field pick and pack working.
    10. The needs of nursing mothers.
    11. The heating and cleaning of rest rooms and welfare facilities.
4. Involve workers in these considerations and in the development and maintenance of facilities and arrangements based on these considerations.
5. Keep a written record of significant assessments, actions identified and taken.
6. Provide information and any necessary training to employees, managers and any staff nominated with responsibility to ensure that our arrangements and provisions are understood.
7. Monitor welfare arrangements and facilities to ensure that they remain sufficient, are maintained in a good clean condition and are fit for purpose.

For further information and advice see Guidance Notes 3-2 Welfare and the Working Environment, 3-8 Staff Amenities and Rest Rooms and 1-11 New and Expectant Mothers.

Safety Arrangement 3-2A

INDOOR AIR QUALITY

We have a duty to ensure the safety health and welfare of our employees and others who enter our premises by protecting them from excessive exposure to poor quality indoor air in the workplace.

We do this by-;

- Nominating senior managers to identify where we need to take action and to manage the action we need to take.
- Commissioning a competent person to assist in completing an indoor air, quality risk assessment.
- Assessing the risks to employees and others from poor indoor air quality.
- Developing and implementing an action plan identifying further actions and control measures.
- Recording the completion of arrangements for checking and testing procedures to evidence that it is being done.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building structure, which would trigger the need for re-assessment.
- Ensuring that testing is completed by competent trained personnel.
- Supervising employees and others to ensure that they follow our procedures and use the appropriate control measures.
- Providing information and instruction on this matter to employees.
- Monitoring and reviewing our arrangements. Using our experience of operating these arrangements, we aim to make improvements to the way we manage the risks from poor indoor air quality.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-2A

INDOOR AIR QUALITY

Action Plan

To protect our workforce and others from the ill health effects of poor indoor air quality, we need to :

1. Assess the risks to our workforce from poor quality, indoor air air. This includes work activities, in adequate ventilation, temperature, and humidity, extremes, combustion by products, volatile, organic, compounds, radon, dust, asbestos, micro organisms and similar contaminants.
2. Identify a senior manager to ensure that we take the correct action to meet our responsibilities.
3. Complete a visual inspection of the premises and, if necessary, engage a competent person to assist the completion of an indoor air quality risk assessment.
4. Consider in your risk assessment-
5.
    1. Room or site layout, particularly areas with no natural or mechanical ventilation.
    2. Temperature between 18 and 23° C (optimal) and relative humidity 40 to 70%.
    3. Average CO2 readings consistently below 1000 ppm.
    4. Mechanical ventilation maintained and optimised to maximise the number of fresh air changes.
    5. Products, materials, equipment, and water systems, which can release gases and volatile organic compounds.
    6. Photo copiers and printers that can generate ozone.
    7. Processes involving the use of chemicals and processes that release dust or chemicals into the atmosphere.
    8. external air quality.
    9. Occupancy levels in offices and work rules.
6. Identify and control measures already in place and any additional measures that may be required to eliminate or reduce the risk.
7. Record details of assessments, including measurements and the results of tests and any controls subsequently introduced.
8. Inform instruct and train workers about the hazard of poor, indoor air, quality, the risks, exposure levels in the workplace, and the way in which these are controlled. Keep records of this instruction.
9. Make sure that managers responsible for operating and maintaining control systems are competent and trained.
10. Monitor and check that control measures are in place and working, and that indoor air quality is satisfactory.

Safety Arrangement 3-3

HOUSEKEEPING AND CLEANING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by keeping it in a clean, tidy and sanitary condition.

We do this by:

- Nominating a senior manager to oversee the provision and management of housekeeping facilities and arrangements.
- Assessing the risks to our workforce and others from housekeeping activities.
- Developing and implementing cleaning procedures and associated safe systems of work where required.
- Ensuring that competent, trained personnel manage cleaning regimes and control measures.
- Carrying out regular housekeeping audits.
- Providing and using personal protective equipment where necessary.
- Managing our workforce to ensure that they use the control measures provided and follow policies and procedures.
- Providing instruction and where necessary training which is recorded.
- Regular monitoring and review of arrangements; to ensure that the workplace is kept clean and our cleaning arrangements are adequate.
- Employees and others following procedures and safe systems of work.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-3

HOUSEKEEPING AND CLEANING

Action Plan

To ensure that we keep our workplace tidy and in a clean, sanitary condition we need to-

1. Assess all areas of the workplace and work activities to determine the cleaning requirements for each area.
2. Devise and implement cleaning plans and schedules for each area, specifying and recording them.
3. In devising these plans consider issues including-
    1. Floors, stairs, toilets, rest and catering areas, outside paths, roadways and storage areas, etc.
    2. The contaminant and the most appropriate method for cleaning. Vacuum cleaning is always better than sweeping.
    3. Dry cleaning or wet cleaning. Wet cleaning may leave slippery floors.
    4. The source of the contaminant - can it be contained other than by cleaning?
    5. The frequency of and best time of day for cleaning.
    6. Waste handling and disposal – offensive, unhygienic, infected, chemical, process etc.
    7. Warning signs.
    8. Hazards associated with chemical cleaners.
    9. Cleaning around potentially hazardous equipment.
    10. Procedures for cleaning hazardous equipment.
4. Involve the workforce in making these assessments of our needs.
5. Explain these arrangements to the cleaning team, the workforce and their supervisors and managers. Ensure they are understood. Provide and record training where necessary.
6. Make sure managers understand the requirements.
7. Monitor the implementation and effectiveness of our procedures to ensure that the workplace is being cleaned properly and adequately.
8. Amend systems and procedures as necessary in the light of operational experience.

For advice and information on Housekeeping refer to Guidance Notes 3-3 Cleaning and 3-12 Housekeeping.

Safety Arrangement 3-4

PEST CONTROL

We have a duty to protect the safety, health and welfare of our employees and others who enter our premises from the hazards and risks that arise because of pest infestations or pest control measures.

We do this by:

- Nominating senior managers to control the incidence of pests and to minimise the risk created by pests.
- Identifying and implementing control measures, developing procedures and safe systems of work.
- Ensuring that pest control work is undertaken by competent, trained personnel, using the correct personal protective equipment.
- Ensuring that the safest option or substance is used to control pests.
- Ensuring that inspections carried out by competent accredited persons to determine the levels of pests affecting our premises and pest control work is subject to safe systems of work and suitable control measures.
- Requiring workers and others to follow procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we improve the way we manage risk from pest control.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-4

PEST CONTROL

Action Plan

To protect the health, safety and welfare of people using our premises from the risks that arise because of pest infestations and pest control measures we will-

1. Assess the specific hazards and risks to the health, safety and welfare of those at work.
2. Consider the arrangements we have made to protect the health, safety and welfare of workers exposed to pest infestations and involved in pest control measures.
3. Consider among other relevant issues-
    1. The nature of the pest problem.
    2. Hazards from the pest.
    3. Why there is a problem.
    4. Potential food sources.
    5. Potential sources of bedding and nesting material.
    6. Physical controls.
    7. Use of d-i-y pesticides.
    8. Pesticide contractors.
    9. Placement of pesticides.
4. Involve workers in developing a procedure based on these considerations.
5. Explain these arrangements to our workforce and ensure they are understood.
6. Provide training where required.
7. Provide information and any necessary training for workers nominated with responsibility.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review, from time-to-time, the operation of this procedure and after any report of an incident, injury or ill health due to pest infestations or pest control, making changes identified as necessary or beneficial.

Advice and guidance on pest control can be found in Guidance Note 3-4.

Safety Arrangement 3-5

BUILDING SERVICES

We have a duty to protect our employees and others from the risks of injury if adequate controls are not in place and maintained for basic building services such as gas, electricity, oil, telecommunications, clean and wastewater.

We do this by:

- Nominating a senior manager to minimise the risks posed by the services.
- Assessing the risks from the services to our workforce and others.
- Developing and implementing sufficient control measures to identify all the major services in the workplace e.g., gas, electricity, water etc
- Ensuring that the management of the control measures relating to services are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from building services.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-5

BUILDING SERVICES

Action Plan

To protect building users from risks created by building services we should have-

1. Identified where and when workers, service users or the public may be exposed to the risks from building services.
2. Identified the control measures already in place and any additional measures that may be required.
3. Consider issues including-
    1. The identification of all major services.
    2. A suitable and sufficient safe system of isolation.
    3. The presentation of this information (a simple plan located alongside any emergency alarm evacuation control zone panel etc.).
    4. Ensuring the emergency services can be made aware of this information.
    5. Is all gas equipment routinely maintained and serviced by a RGII registered engineer?
    6. Is all electrical equipment and the fixed electrical system routinely condition checked, serviced and maintained by a competent person, with membership of a recognised electrical trades association?
    7. Do all fittings comply with local Water Supply Regulations and Byelaws?
4. Develop systems to manage these services and ensure their safety.
5. Made sure managers and supervisors understand the procedures and arrangements.
6. Considered whether they need any training.
7. Explained our system and arrangements to the workforce. Ensured they are understood and provide further training where necessary.
8. Implemented the procedure and ensure that it is followed in practice.
9. Monitored and reviewed the operation of this procedure from time to time and made changes to the procedure identified as necessary or beneficial.

Information and advice on the control of building services can be found in Guidance Note 3-5 Building Services.

Safety Arrangement 3-6

CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

We have a duty to ensure that we effectively and safely dispose of waste materials and products and control the methods of disposal used so that our workforce, service users and any others who might be affected are not at risk to their health, safety or welfare

We do this by:

- Nominating senior managers to control the disposal of waste, both hazardous and non-hazardous wastes, from our premises and to minimise risk.
- Assessing the risks to our workers from the handling and disposal of waste.
- Developing and implementing policies, procedures, safe systems of work and control measures relevant to the control of waste including any necessary to comply with environmental legislation.
- Ensuring that waste disposal is by competent, approved personnel, using the correct personal protective equipment.
- Ensuring that the safest means of disposal is used to protect the environment.
- Employees and others adhering to procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Regular monitoring and review of our arrangements and facilities to ensure that we continue to manage and dispose of waste, hazardous and non-hazardous, without risks to health or safety.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-6

CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

Action Plan

To ensure our workforce and any other people who might be affected are not at risk to their health, safety or welfare from the way we dispose of hazardous and non-hazardous waste materials and products we will-

1. Identify where we create waste and rubbish.
2. Assess the hazards from the waste materials and the risks create.
3. Identify hazardous and controlled wastes.
4. Consider issues relevant to our workplace including-
    1. Is the waste particularly hazardous because it is a classified chemical substance?
    2. Is the waste hazardous because it is or contains biological agents?
    3. Whether the waste is hazardous because it is sharp, heavy or flammable.
    4. How is it stored on our premises or land?
    5. How is it moved around?
    6. If stored outside, is it secure? Can the public gain access?
    7. Is the way we store waste an invitation to an arsonist?
    8. How can we make the process easier and safer for our workers?
    9. Consider how environmental legislation and requirements might impact on procedures and the way waste is disposed of.
5. Involve workers in developing a procedure based on these considerations.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.

Advice and guidance on the control of hazardous and non-hazardous waste can be found in Guidance Note 3-6.

Safety Arrangement 3-9

ACCESS, EGRESS, STAIRS AND FLOORS

We have a duty to protect the health, safety and welfare of our workforce and others who come onto our premises from the risk of injury due to badly maintained access and exit routes, stairs and floors.

We do this by:

- Nominating senior managers to monitor and reduce incidents involving access and egress, including stairs and floors etc.
- Assessing the risks of incidents involving access and egress facilities, including stairs and floors etc.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the policy, procedures, safe systems of work and control measures relating to slips, trips and falls are managed by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow the procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we aim to improve the way we manage these risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-9

ACCESS, EGRESS, STAIRS AND FLOORS

Action Plan

To protect the health, safety and welfare of our workforce and other people using our premises from the risk of injury due to slips, trips and falls we need to-

1. Consider the nature of our premises and the way we work.
2. Identify areas where badly designed or maintained access and exit routes, stairs and floors could create access and egress problems or otherwise obstruct movement leading to employees and others slipping, tripping or falling.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider issues including-
    1. Steep stairs, handrails.
    2. Ramps.
    3. Changes in floor levels.
    4. Potholes in floors and yard areas.
    5. Blind corners.
    6. Wet and slippery floors.
    7. Highly polished floors.
    8. Trailing cables.
    9. Rubbish.
5. Keep a written record of significant risk assessments, control measures and systems of work adopted.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and after any incident involving access, egress, stairs or floors, making changes to the procedure identified as necessary or beneficial.

Advice and guidance about access, egress, stairs and floors can be found in Guidance Note 3-9.

Safety Arrangement 3-11

WORKPLACE SIGNS

Where appropriate we have a legal duty to display safety signs to warn workers and others of hazards that may be present in our workplace.

We do this by:

- Nominating a senior manager to identify where safety signs are needed.
- Creating a procedure for the purchase and installation of signs.
- Ensuring that signs are adequate for their purpose and maintained.
- Ensuring that assessments are made by competent, trained personnel.
- Ensuring that workplace signs are observed.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve the way we manage and use of safety signs.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-11

WORKPLACE SIGNS

Action Plan

To protect the health, safety and welfare of our workers and others we need to use safety signs as a way of warning people where there are hazards. We need to-

1. Identify where there are hazards that need to be marked with warning signs.
2. Identify signs already in place and any additional signs that may be required.
3. Consider, as part of our assessment, issues such as-
    1. Where prohibition signs should be used.
    2. Where cautionary signs should be used.
    3. Where signs requiring positive action should be used.
    4. Where signs are required to indicate a mandatory action.
    5. Whether signs are made, coloured and displayed according to legal requirements.
    6. Replacement of damaged signs – now and in the future.
4. Involve our workforce in developing these arrangements and systems.
5. Keep a written record of assessments and decisions made.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain decisions to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure and the provision of signs from time to time.

Advice on safety signs can be found in Guidance Note 3-11.

Safety Arrangement 3-14

WATER TEMPERATURE CONTROL

We have a duty to protect our workforce and others who may be affected by our activities from the risk of contact with high water temperatures which could give rise to burns.

We do this by:

- Nominating senior staff members to risk manage, identify and minimise the risks created by hot water.
- Assessing the risk of burns from hot water systems.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that water temperatures are maintained and checked at appropriate intervals.
- Providing thermostatic mixing valves, where appropriate, to control water temperature.
- Ensuring that our actions are carried out by competent and trained personnel.
- Following our procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to continuously improve to the way we manage health and safety risks associated with our business.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-14

WATER TEMPERATURE CONTROL

Action Plan

To ensure the safety of our employees and others from the risk of being burnt or scalded by high temperature hot water we need to-

1. Assess our work activity to identify where and when workers or others may be exposed to the hazard.
2. Where hazards are identified carry out an assessment of the risks to our workers and others.
3. Involve the workforce in these assessments and in the identification of the appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and European or Irish Standards etc.
5. Consider among other issues-
    1. Who has access to the outlet?
    2. Can a thermostatic reducing valve be used at that location to reduce the temperature of the water supplied?
    3. Where high outlet temperatures are required restrict access.
    4. Use warning signs.
    5. Maintenance of temperature reducing valves.
    6. Insulation of high temperature pipes.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, or injury caused by high water temperatures, making changes to the procedure identified as necessary or beneficial.

Information and advice about water temperature control is in Guidance Note 3-14.

Safety Arrangement 3-15

PREMISES

We have a duty to protect our workers and everyone else from risks present in our premises and to ensure that they are maintained.

We do this by:

- Nominating a senior manager to reduce the risks posed by work in or by use of our facilities.
- Assessing the risks arising from working on our premises to our workforce and others.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to our premises are completed by competent, trained personnel.
- Managing our activities to ensure that workers and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks posed.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-15

PREMISES

Action Plan

To protect workers and everyone else from the risks associated with our premises we must-

1. Complete a general risk assessment of the premises, identifying any hazards that are present
2. Consider-
    1. Workspace –can people go about their tasks without obstruction?
    2. Sanitary conveniences and washing facilities – must be available and determined by the number of employees.
    3. Windows and doors – ensuring these do not create an obstruction or vision problem.
    4. Rest areas - provision for employees to be able to eat and drink away from working areas.
    5. The need for a fire risk assessment.
    6. Routine testing of the fire alarm system and emergency lighting; ensuring that this is recorded.
    7. Identification of any asbestos present in the premises. Maintain an asbestos register; seek remediation treatment where necessary.
    8. Whether all our insurance liability policies are current and suitable for the premises.
    9. Glazing in high-risk areas is of a safety material or protected against breakage.
    10. Pedestrian segregation from vehicles, with clearly identified walkways to ensure pedestrian safety.
    11. A suitable housekeeping regime that reduces the likelihood of slip, trip and fall hazards occurring on our premises.

Advice and guidance on the control of premises hazards can be found in Guidance Note 3-15.

Safety Arrangement 4-1

ELECTRICAL SAFETY

We have a duty to protect our employees and other people who use our premises from the risk of electrical injury caused by our electrical installations, our use of fixed equipment and our use of portable electrical appliances.

We do this by:

- Nominating senior staff members to ensure the safety of our electrical installation equipment and portable appliances.
- Making an assessment of the risks from electrical installations, fixed equipment and portable appliances.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that any work carried out on our electrical installation, equipment and appliances is carried out by competent, accredited electrical engineers.
- Providing and using personal protective equipment where appropriate.
- Regular inspection by competent accredited electrical engineers.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage electrical safety.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-1

ELECTRICAL SAFETY

Action Plan

To protect workers and others from the risks from using fixed and portable electrical equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from fixed or portable electrical equipment.
2. Assess the risks from that exposure to fixed and portable electrical equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
3. Consider relevant issues including:
    1. The competence of employees or contractors who install or maintain electrical equipment.
    2. Inspection of fixed electrical installations as prescribed by regulation 89 of the Safety, Health and Welfare at Work (General Application) Regulations 2007 as amended.
    3. The maintenance of electrical installations between inspections.
    4. The maintenance and inspection of portable electrical equipment.
    5. Using battery powered hand tools.
    6. Reducing the operating voltage.
    7. Residual current devices.
    8. Use in wet and adverse conditions.
    9. Equipment used by mobile workers.
    10. Use of trailing cables.
4. Purchase robust equipment suitable for the environment in which it is to be used.
5. Arrange for routine testing and inspection of portable electrical equipment.
6. Develop a procedure based on these considerations.
7. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any electrical incident, making changes identified as beneficial or necessary.

Information and advice on the use of fixed and portable electrical equipment can be found in our Guidance Note 4-1 Electrical Safety.

Safety Arrangement 4-2

THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the health and safety risks associated with the provision and use of work equipment.

We do this by:

- Nominating senior staff members to consider the health and safety issues surrounding any new equipment that we obtain and the equipment that we use in the course of our business.
- Making an assessment of the risks from work equipment when in use and during its maintenance.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that any work carried out on work equipment is carried out by competent workers or competent contractors.
- Providing and using personal protective equipment where appropriate.
- Regular maintenance and servicing.
- Statutory inspections by competent accredited engineers and surveyors where required.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the provision and use of work equipment.

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-2

THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

Action Plan

To protect workers and others from the risks from work equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from our use of existing equipment.
2. Assess the risks from any such exposure to work equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
3.
    1. What risks to health and safety might be created?
    2. Do any parts look dangerous?
    3. Do the guards adequately protect against the risk? Do they conform to the current Irish or European standard?
    4. Do fumes or dust escape from the equipment?
    5. onsider relevant issues including:
    6. Can you understand the controls? Are they in English?
    7. Is it excessively noisy or is there excessive vibration?
    8. Are there any special maintenance requirements?
    9. Are parts that need maintenance easily accessible?
    10. Does any part get very hot or cold?
    11. Are there any live electrical parts exposed?
    12. Are there clear and comprehensive manufacturer’s instructions?
4. Arrange for work equipment to be routinely serviced and maintained and for statutory inspections where required.
5. Keep a written record of significant risk assessments and the control measures and any systems of work or procedures adopted.
6. Implement the procedures and arrangements making sure that managers and supervisors understand them. Consider whether they need any training.
7. Explain our procedures and arrangements to our workforce. Ensure they are understood and followed in practice. Provide training where necessary.
8. Monitor and review the operation of this procedure from time to time and after any incident, making changes identified as beneficial or necessary.

Further information and advice can be found in Guidance Note 4-2 The Provision, Use and Maintenance of Work Equipment.

Safety Arrangement 4-4

OFFICE EQUIPMENT

We do this by:

- Nominating a senior manager to consider safety implications in the use of office equipment.
- Assessing the risks from using office equipment.
- Developing and implementing procedures, control measures, policies and safe systems of work.
- Ensuring that office equipment is properly maintained.
- Managing employees and others to ensure that they follow procedures and safe systems of work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using experience we will improve the way we manage the safety of office equipment.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-4

OFFICE EQUIPMENT

Action Plan

To protect workers and others from the risks of using office equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety by using office equipment.
2. Assess the risks from the use of office equipment, identifying control measures already in place and any additional measures required to avoid risk.
3. Consider relevant issues including:
    1. The competence and training of workers who use office equipment.
    2. Who does what when the equipment goes wrong?
    3. Are any young workers likely to use office equipment? Are any special precautions needed?
    4. Are manufacturers' instructions followed?
    5. The maintenance of office equipment.
    6. The location of office equipment.
4. Purchase robust equipment suitable for the work and environment in which it will be used.
5. Develop a procedure based on these considerations.
6. Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

Information and advice can be found in Guidance Note 4-4 Office Equipment.

Safety Arrangement 4-8

SLIPS, TRIPS AND FALLS

We have a duty to protect our workforce and other visitors to our premises from the risks of slipping, tripping and falling.

We do this by:

- Nominating a senior manager to monitor, improve and reduce the risk of slips, trips and falls.
- Identifying all the potential causes of slips, trips and falls and assessing the risk.
- Developing and implementing procedures and control measures.
- Ensuring that pedestrian routes are fit for purpose, that they are routinely maintained and checked.
- Ensuring that competent and trained personnel complete risk assessments and safety inspections.
- Providing wherever possible segregated traffic routes and adequate signage.
- Providing and recording relevant training.
- Regular monitoring and review of compliance with our arrangements to ensure that they are followed in practice and continue to control potential risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-8

SLIPS, TRIPS AND FALLS

Action Plan

To protect our workforce and others from the risk of accidents caused by slips, trips and falls we will:

1. Identify where there are potential areas for slips, trips or falls accidents on our premises.
2. Assess the hazards in each of those areas and the risks that people may face.
3. List existing controls and any other measures that we should be taking.
4. Consider issues including-
    1. Floor surfaces.
    2. The environment.
    3. The weather.
    4. Footwear
    5. Contamination
    6. Obstacles and obstructions.
    7. Cleaning regimes.
    8. People - human factors
5. Involve workers in developing a procedure or arrangements based on these considerations.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our system and arrangements to our workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time making changes identified as necessary or beneficial. The arrangements will also be reviewed after any report of a dangerous incident or of a person suffering injury or due to slipping or tripping

Advice and guidance on slips, trips and falls can be found in Guidance Note 4-8.

Safety Arrangement 4-31

OCCUPATIONAL ROAD SAFETY

We have a duty to continue to manage, so- far as we can, the health, safety and welfare of our workforce and others when they are away from our premises and travelling in the course of their work.

We do this by:

- Nominating a senior manager to manage the potential hazards facing our workforce and others from occupational road use.
- Assessing the risks to our workforce from driving for work
- Developing and implementing policies and procedures.
- Ensuring that the vehicles are suitable and sufficient for their intended use and that they are maintained.
- Ensuring that all vehicles are properly insured, taxed and tested, prior to road use.
- Ensuring that competent and trained personnel complete risk assessments.
- Employees and supervisors following our policies and procedures.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve the way we manage risks associated with occupational road use.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-31

OCCUPATIONAL ROAD SAFETY

Action Plan

To ensure the safety of our employees whilst travelling by road on business (and to protect others who might be affected) from the hazards and risks surrounding occupational road safety we need to-

1. Identify where and when workers may be exposed to hazards and risks on account of occupational road use.
2. Assess specific occupational road use risks to our workforce.
3. Involve the workforce in these assessments and in the identification of control measures.
4. Identify the control measures already in place and any other measures that may be needed. Refer to government and road safety organisations' published guidance.
5. Consider among other issues-
    1. Working and driving time regulations.
    2. Statutory limitation of commercial vehicle drivers' hours.
    3. The positioning and security of loads – in cars, vans and large goods vehicles
    4. The length of the working day when hours driving to and from a job, visit, training course etc. is added to the time spent on the task.
    5. Schedules that do not require excessive speed and allow time for rest breaks.
    6. Weather conditions.
    7. Allowance for rest breaks.
    8. Policy on overnight stays.
    9. Advanced driver training.
    10. Suitability of vehicles.
    11. Vehicle maintenance.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Periodically monitor and review the operation of this procedure or after any incident or injury related to occupational road use, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on occupational road safety can be found in Guidance Note 4-31.

Safety Arrangement 5-5

WORKING TIME, NIGHT WORK AND SHIFT WORKING

We have a duty to take account of the hazards and risk of long working hours, night and shift work and to ensure the health and safety of members of our workforce who work at night and on shifts.

We do this by:

- Nominating senior managers to coordinate and manage hours of work and safe shift working activity on site.
- Identifying the hazards and risks that shift working may pose to our workforce.
- Developing and implementing strategies, procedures etc.
- Ensuring that the development of the strategies and procedures relating to shift working are undertaken by competent, trained personnel.
- Ensuring that managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Monitoring hours of work and shift work patterns.
- Monitoring and reviewing our systems; using our experience of working to these arrangements we aim to make improvements to the way we manage the risks from shift working.

The personnel responsible for the above measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-5

WORKING TIME, NIGHT WORK AND SHIFT WORKING

Action Plan

To set up a system for taking account of the hazards and risk of long working hours, night and shift work and to ensure the health and safety of members of our workforce, including those who work at night and on shifts we need to-

1. Ensure that the managers nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create the system and make sure it is known to all members of our workforce.
4. Consider as part of the system issues including-
    1. The well-being of people employed to work on shift systems which start or finish beyond the normal working day.
    2. Whether any of our workers are particularly vulnerable, e.g., children, young people, older people, new and expectant mothers.
    3. The need to offer health surveillance to night workers.
    4. Whether health surveillance for others may be necessary or desirable.
    5. Whether early finishes or late starts put workers at added risk from break-in or robbery.
    6. First aid cover, emergency cover.
    7. Security, lighting.
    8. Senior management availability.
    9. Welfare facilities, temperature, food, drink etc.
    10. Communications - shift to shift issues and problems.
    11. Shift handover arrangements.
5. Involve workers in developing procedures based on these considerations.
6. Keep a written record of significant risk assessments, the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures. Consider whether they need any training.
8. Explain these arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any report of a worker developing or suffering ill health because of long working hours or shift work, make changes identified as necessary or beneficial.

For advice and guidance on working time, night work and shift working see Guidance Note 5-5.

Safety Arrangement 5-9

MANUAL HANDLING

We have a duty to ensure the safety, health and welfare of our employees and others who come onto our premises from the risks present in manual handling activities.

We do this by-

- Nominating a senior manager to identify and manage heavy loads or lifting hazards.
- Assessing the risks from manual handing to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations.
- Ensuring that manual handling risk assessments are carried out by competent, trained personnel.
- Nominating senior staff members to manage and identify load or lifting hazards.
- Assessing the risks from manual handing to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations at work.
- Ensuring that any manual handling risk assessments are completed by competent, trained personnel.
- Eliminating the need for manual handling through the introduction of mechanical handling equipment or other alternatives where this is reasonably practicable.
- Regularly inspecting the premises to identify any new processes, personnel or changes to building structures which would trigger the need for reassessment.
- Providing and recording job-based training for workers with manual handling tasks.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Employees and others adhering to the contents of procedures, control measures and safe systems of work.
- Providing and recording job-based training for employees with manual handling tasks.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from manual handling.

The personnel responsible for the above measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-9

MANUAL HANDLING

Action Plan

To protect our employees and others from the risk of injury while manual handling loads we need to-

1. Assess the risks to our workforce from handling loads. This includes lifting and carrying as well as pushing and pulling loaded containers.
2. Have a nominated manager to lead the process.
3. Consider-
    1. What we need to move - its size and shape.
    2. The weight.
    3. The frequency.
    4. Who is involved? Do some handle loads more frequently than others?
    5. Can we reduce the need for movement? Are there mechanical aids we could use? Can we use them?
    6. Can we adapt our processes to reduce the risk?
    7. Has our workforce been trained in manual handling techniques for the products and goods that they handle in the course of their work?
    8. Where team lifting is employed have the workers been trained in the same system?
    9. Are the floors suitable and maintained for the work that goes on?
    10. Are there extremes of temperature?
    11. Are any groups or individual workers at particular risk?
    12. Is health surveillance required? If yes at what level?
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Involve workers in developing a procedure based on these considerations.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain and implement these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
8. Monitor and review the operation of this procedure from time to time and after any ill health or back injury, making changes identified as necessary.
9. Where employees are injured in an accident involving manual handling or are diagnosed with ill-health due to manual handling at work report any that are reportable to the enforcing authorities.

Information and advice, including a template for Manual Handling Risk Assessments, can be found in Guidance Note 5–9 Manual Handling.

Safety Arrangement 5-11

DISPLAY SCREEN EQUIPMENT

We have a duty to protect the safety, health and welfare of our workforce from the risk involved in the use of display screen equipment (DSE).

We do this by:

- Nominating senior staff members to identify and reduce risks from the use of display screen equipment.
- Assessing the risks from display screen equipment to each member of our workforce who uses them.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to the use of display screen equipment are undertaken by competent, trained personnel.
- Providing and using personal protective equipment where appropriate.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from display screen equipment.

The personnel responsible for the above measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-11

DISPLAY SCREEN EQUIPMENT

Action Plan

To protect workers against the risks from display screen equipment we need to:

1. Appoint a member or members of staff and train them to become a competent assessor for display screen equipment.
2. Assess our work activity to identify where and when workers use display screen equipment.
3. Ensure all display screen users complete a workstation assessment..
4. Identify any workers with health issues that make them particularly susceptible to problems in using display screen equipment.
5. Identify the control measures already in place and any additional measures that may be required.
6. Consider the issues, including-
    1. Furniture
    2. Screen size
    3. Lighting; reflections and glare
    4. Rest breaks; rotating work activity
    5. Eye-sight tests
    6. Home and off-site users of display screen equipment
    7. Self-assessments and follow-up
7. Keep a written record of all risk assessments and workstation assessments by trained assessors and the control measures and systems of work adopted.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidents of reportable ill health caused by display screen equipment to the Enforcing Authorities.
12. Monitor and review this procedure from time to time and whenever an employee develops a display screen equipment related illness. Make changes identified as necessary.

Advice and guidance on health, safety and welfare in the use of display screen equipment can be found in Guidance Note 5-11 Display Screen Equipment.

Safety Arrangement 5-12

LEGIONELLA CONTROL

We have a duty to protect the health of our workforce, service users and others from the risk of infection by Legionella Pneumophilia from our hot water and cooling systems. We have to assess the risk of infection and attempt to eliminate the risk or implement suitable control measures.

We do this by:

- Nominating a senior manager to oversee water systems and prevent a legionella outbreak.
- Assessing the risks from legionella to our workforce and others.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to legionella are undertaken by competent, trained personnel.
- Ensuring that the correct testing and treatment plans are implemented and recorded.
- Providing and using personal protective equipment.
- Managing our activities to ensure that the control measures are adopted and met in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve our management of legionella risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-12

LEGIONELLA CONTROL

Action Plan

To protect the health of our workforce, service users and others from the risks of Legionella Pneumophilia from our hot water and cooling systems we need to-

1. Appoint a responsible person to coordinate our approach and take day-to-day responsibility for the control and identification of risks from legionella.
2. Ensure that they have sufficient information, training and competence for the task.
3. Identify where and when workers and others may be exposed to the risk of legionella infection.
4. Assess our hot water and cooling systems for risks to health.
5. Consider-
    1. Could exposure be eliminated?
    2. How to control and manage continuing risks.
    3. Identify control measures already in place and the additional measures needed to avoid or reduce risk.
    4. How extensive are our hot water systems?
    5. Do we store hot water above or below 60oC?
    6. Does the hot water system have any ‘dead legs’ or rarely used outlets?
    7. Have we tested for the presence of legionella? Who makes the tests, how often?
    8. Are the testers competent and the results valid?
    9. Do we treat the water systems to control legionella?
    10. Is cold water always stored at less than 20oC?
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Develop a procedure based on these considerations.
8. Make sure managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidence of legionella to the Enforcing Authorities.
12. Monitor and review the operation of this procedure from time to time and whenever an employee develops legionella, making changes to the procedure as necessary or beneficial.

Advice and guidance on the control of legionella can be found in Guidance Note 5-12.

Safety Arrangement 5-16H

ASBESTOS AT WORK - NO SURVEY ,NO OFF-SITE RISK

Although our premises were built before 2000 we do not have an Asbestos Survey Report confirming the absence or presence of asbestos containing materials (ACMs) in the building structure. We operate on the basis that whenever building and maintenance work that involves the building structure is carried out the work area is specifically and formally assessed for the presence of ACMs.

In the course of our business our workforce is unlikely to come into contact with any asbestos or asbestos containing materials at our customers' premises. We have therefore made no specific arrangements to manage exposure to asbestos and ACMs at other worksites.

We need to control this potential hazard and we do this by-

- Developing an Asbestos Management Plan which sets out our assessment procedure whenever building or maintenance work is planned.
- Making sure that our workers are trained and informed about the potential hazard and risks and know how to respond if they discover suspect ACMs.
- Nominating senior staff members to manage this process and to develop and implement procedures, safe systems of work and control measures.
- Employees and observing procedures, control measures and safe systems of work.
- Employing competent trained contractors to aid in the assessments and subsequent activities where the presence of asbestos is identified.
- Monitoring and reviewing our systems to improve the way we manage the risks from asbestos.

The personnel responsible for the asbestos register and these measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-16H

ASBESTOS AT WORK - NO SURVEY ,NO OFF-SITE RISK

Action Plan

To protect our workforce from the risk of exposure to asbestos from asbestos containing materials whilst at work we need to-

1. Make sure that all of our workforce is trained in asbestos awareness, the hazards and risks associated with exposure to ACMs.
2. Develop an Asbestos Management Plan which sets out the procedures for assessing the presence of ACMs whenever work that will disturb the building fabric is planned. We need to be able to take the advice of someone who is competent – able to advise on or analyse for the presence of asbestos and advise on how to deal with it.
3. The Plan needs to consider how to quickly deal with the material following the legal requirements where the work needs to be done in a short timescale.
4. Explain these arrangements to our workforce.
5. Make any contractors coming onto our premises aware of our policy and that there has been no asbestos survey. They must treat all suspect material as containing asbestos until it is proved otherwise.
6. Explain our arrangements to supervisors and workers. Ensure they are understood.
7. Provide training and information for staff nominated with responsibility.
8. Implement the procedure and ensure that it is followed in practice.
9. Review the operation of this procedure at least annually.

Information and advice on the control and management of asbestos in buildings can be found in Guidance Note 5-16.

Safety Arrangement 5-18

STRESS IN THE WORKPLACE

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress.

We do this by-

- Nominating senior staff members to consider and manage the issue of work-related stress.
- Developing and implementing a policy for identifying and managing work related stress.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training managers and supervisors to recognise symptoms of work-related stress.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are suffering from stress.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using experience to make improvements to the way we manage ill health caused by work related stress.

The personnel responsible for monitoring and implementing this policy are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-18

STRESS IN THE WORKPLACE

Action Plan

To protect our workforce from ill health caused by work related stress we need to-

1. Assess our activities to identify where and when workers or others may experience unacceptable levels of work-related stress.
2. Prepare a stress policy and plan of action when a worker is identified as suffering ill health on account of work-related stress.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice.
5. Consider among other issues-
    1. The outward signs of stress
    2. Fatigue, anxiety, poor motivation in general.
    3. Making mistakes, having accidents.
    4. Deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking or drinking, overeating etc.
    5. Physiological, Increased complaints about health - headaches, dizziness etc.
    6. Stress risks assessments.
    7. Support to an employee who is experiencing stress whether work related or not e.g. following a bereavement or separation.
    8. The effect of new or changed roles without adequate training.
    9. The effect of poor communication during times of change
    10. Excessive workloads, long working hours, unsocial hours.
    11. Working alone
    12. Employees having to cover for the poor performance or attendance of colleagues.
    13. Do employees have developmental opportunities.
    14. Bullying and harassment by managers, supervisors and colleagues.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the policy and procedure. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the policy and procedure and ensure that it is followed in practice.
10. Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work related stress, making changes to the procedure identified as necessary or beneficial.

Further advice and information on work related stress can be found in Guidance Note 5-18.

Safety Arrangement 5-19

AGGRESSION AND VIOLENCE

We recognise that we have a duty to reduce so far as is reasonably practicable the risk of bullying, aggression and violence to our staff including from clients .

We do this by:

- Nominating senior staff members to consider and manage the issue of aggression and violence at work.
- Preparing a policy and procedure to manage bullying and violence, should it occur.
- Developing and implementing a policy for identifying and managing work where there are risks of aggression and violence.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training all managers and supervisors to recognise work activities and locations where there are higher than normal risks of work-related violence and aggression.
- Ensuring that the policy is adopted and followed.
- Ensuring workers know what to do if they suspect they, or a colleague, are under threat of violence or aggression at work.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using experience to make improvements to the way we manage workplace violence and aggression.

The personnel responsible for monitoring and implementing this policy are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-19

AGGRESSION AND VIOLENCE

Action Plan

To protect our staff from injury or ill health caused by bullying, violence and aggression at work we need to-

1. Assess our work activities to identify where staff may be subjected to bullying, violence or aggression when at work.
2. Prepare a policy and plan of action to deal with bullying, aggression and violence at work.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice. Take advice from the Gardai.
5. Consider among other issues-
    1. Recognising where and why workers may be at risk.
    2. Systems to allow the reporting of aggression and threats of violence at work.
    3. Handling incidents – calling the Gardai.
    4. Premises security and alarms.
    5. Premises layout – make it difficult for aggressors to reach workers.
    6. Lone working and security for workers off site.
    7. Training workers to identify the early signs of aggressive behaviours and in conflict management techniques.
    8. Counselling
    9. Special arrangements for dealing with clients and people known to be aggressive or a risk to workers.
6. Develop procedures, programmes and practices tailored to our premises.
7. Record details of our assessment, the controls in force and additional measures planned.
8. Make sure that managers and supervisors understand the policy and procedure. Consider whether they need any training.
9. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
10. Implement the policy and procedures and ensure that it is followed in practice.
11. Monitor and review the operation of the policy and procedure from time to time and following any case of injury or ill health caused by aggression or violence at work, making changes identified as necessary or beneficial.

Further advice and information on work related aggression and violence can be found in Guidance Note 5-19 Aggression and Violence.

Safety Arrangement 7-2

CONTRACTOR CONTROL AND MANAGEMENT

We need to ensure the safety of our workforce and others when we employ contractors to come onto our premises to repair buildings or equipment or to complete other work.

We do this by:

- Nominating a senior manager to coordinate and plan the selection of suitable, competent contractors or subcontractors.
- Requesting and reviewing the suitability and adequacy of the health and safety documentation submitted by the contractor or subcontractor.
- Checking the competence of contractors and subcontractors.
- Requesting a ‘method statement’ for the work.
- Ensuring that contractors and subcontractors adhere to their method statement and safety documentation.
- Ensuring that the contractors or subcontractors are aware of the procedures and risk assessments for any of our work processes that may affect them.
- Ensuring that contractors and subcontractors comply with our site-specific company rules).
- Ensuring that any equipment used is inspected and tested at frequencies defined within current legislation and evidence of this can be supplied.
- Reviewing our own and contractors’ systems.

The personnel responsible for overseeing contractors and subcontractors are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 7-2

CONTRACTOR CONTROL AND MANAGEMENT

Action Plan

To ensure the safety of our employees and others when we have contractors working on our premises, we need to be sure of their ability to work safely and without creating health risks.

We need to-

1. Assess the hazards and risks to our workforce created by contractors working on our premises.
2. Assess the hazards and risks to the contractors from their presence on our premises.
3. Involve our workforce and the contractors and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, published standards, etc.
5. Consider among other issues-
    1. What will the contractor be doing? Where will they be doing it and when?
    2. Does this put any of our staff at risk? Will our processes put contractors at risk?
    3. Should the contractor work only when our workforce is not present?
    4. What knowledge do we have of the contractor's ability to manage health and safety?
    5. Do we need them to complete a pre-contract questionnaire or method statements?
    6. Will they provide their own equipment - do they expect to use any of ours?
    7. Will any plant they bring on site create risk to our workforce?
    8. Does the place where the contractors will be working need to be fenced off to protect them from our work activities or vice versa?
    9. Are their workers trained and competent? How will they be managed on our site?
    10. Will the contractor's workers understand our rules, instructions and signs?
6. Develop procedures, programmes and practices for when contractors are working on our premises.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety during contract work can be found in Guidance Note 7-2.

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