



## Health & Safety Policy

WINDOWCHARM (Incorporating Dale Storage and Handling)  
Brook Works  
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Policy Date: 16 June 2010

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## 1.0 General Statement of Intent

Window Charm (incorporating Dale Storage) is committed to ensuring the safety of its employees, customers, members of the public and anyone else who are affected by our operations.

Window Charm commits to operating in accordance with the Health and Safety at Work (etc) Act 1974, The Management of Health & Safety Regulations 1999 and all other applicable regulations and codes of practice, so far as is reasonably practicable.

The management will ensure that significant risks are assessed and suitable and sufficient measures are adopted to allow each employee/contractor to carry out his/her duties safely and without risk to health. Suitable equipment will be provided and maintained in a safe condition, and safe systems of work will be devised.

Window Charm shall strive to achieve continuous improvement in Health & Safety performance.

Each employee/contractor will be made aware of his/her responsibility for his/her own health and safety and that of others. All employees/contractors will be given the opportunity to consult with the management on matters relating to Health & Safety, or to appoint a representative to do so.

Where necessary the company will arrange or provide suitable training for both management and operatives, in particular where new work practices or equipment are introduced.

Window Charm will seek external advice as necessary to keep its health & safety policy, working practices and equipment up to date and in accordance with current legislation.

Ultimate responsibility in all areas of safety rests with the Senior Partner. This duty is of no less importance than any of the responsibilities attached to that position.

Reviews of Health and Safety Policy will be made annually no later than 1 year after the date on this policy. The monitoring of all issues relating to this policy is the responsibility of the Senior Partner.

Signed

James H Warrilow  
Senior Partner

Date:  
WINDOWCHARM (Incorporating Dale Storage and Handling)

*Please note that this document is current as of Wednesday 16th June 2010. For the latest version, reprint the document from within your safety first pack*

## 1.1 Principle Legislation

WINDOWCHARM (Incorporating Dale Storage and Handling) have identified Health & Safety legislation that applies to our organisation. This list demonstrates our commitment to researching and complying with the appropriate legislation for our organisation

Chemicals (Hazard Information and Packaging for Supply) Regulations 2002  
Control of Asbestos at Work Regulation 2006  
Electrical Equipment (Safety) Regulations 1994  
Electricity at Work Regulations 1989  
Employers Liability (Compulsory Insurance) Regulations 1969  
Environmental Protection Act 1990  
Health and Safety (Consultation with Employees) Regulations 1996  
Health and Safety (Display Screen Equipment) Regulations 1992  
Health and Safety (First Aid) Regulations 1981  
Health and Safety (Information for Employees) Regulations 2009  
Health and Safety (Miscellaneous) Regulations 2002  
Health and Safety (Safety signs and Signal) Regulations 1996  
Management of Health & Safety at Work Regulations 1999  
Manual Handling Operations Regulations 1992  
Noise at Work Regulations 2005  
Personal Protective Equipment (PPE) Regulations 1992  
Provision and Use of Work Equipment Regulations 1998  
Regulatory Reform Fire Safety Order 2005  
Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995 (updated 2008)  
The Health & Safety at Work etc Act 1974  
The Work at Height Regulations 2005  
The Workplace (Health, Safety and Welfare) Regulations 1992

## 2.0 Roles and Responsibilities

### Organisation and Managerial Responsibilities :

Window Charm (incorporating Dale Storage) is owned and managed by James Warrilow who is directly responsible for Health and Safety matters within the company. The responsible person will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

We use HS Direct Ltd (0114 2444461) for gaining help and advice with Health & safety matters where required.

The organisation of the workforce is the responsibility of James Warrilow, who holds the position of Senior Partner and who is responsible for ensuring that the companys Health & Safety Policy and associated procedures are implemented by all site operatives.

Day to day management of the companys operations is the responsibility of James Warrilow who may be supported by site managers, each responsible for one site or customer premises. Depending on the size and nature of the site, the responsible person may be supported by one or more supervisors responsible for the direct supervision of the company operatives.

### Employee / Contractor Responsibilities :

Each and every employee/contractor has a statutory duty to take reasonable care in relation to his/her own health & safety, and the health and safety of any other person who may be affected by his/her acts or omissions.

Therefore, It shall be the duty of all employees/Contractors whilst at work:

To take reasonable care for the Health & Safety of themselves and others, who may be affected by their acts or omissions at work

To co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures

To refrain from intentional or reckless interference with equipment and/or systems provided in the interest of Health, Safety and the Environment

To co-operate with management when required on such things as accident prevention and all procedures with regard to Health, Safety and the Environment as set out in the Health & Safety at Work etc. Act 1974 and the Environmental Protection Act 1990 and all associated Regulations and ACOPs

To maintain good standards of housekeeping in our premises and on client premises

To report any accident or incident including near-misses (whether or not personal injury results) to the office

To report any defects in equipment without delay to their immediate Supervisor and not to attempt repairs which they have not been authorised and specifically trained to undertake

To ensure that no potentially hazardous item, substance or machine is brought on to site or used without the prior knowledge and authority of their immediate Supervisor

To use and if applicable wear any item of Personal Protective Equipment. It is a requirement of law that any equipment supplied for safety must be used, and when not in use it is properly cleaned, stored and maintained.

To undergo any Health, Safety, Environmental and operational training deemed necessary by the company

### Staff Consultation :

If an employee/contractor becomes aware of any potential breaches of health & safety law, or unsafe working practices he/she must notify the Senior Partner or Site manager.

If an employee/contractor feels that health & safety procedures may be improved, for example by use of alternative

equipment, he/she will be encouraged to discuss any suggestions with the management.

**Specific Safety Functions and Named Responsibilities :**

Lyndsay Warrilow

Risk Assessments

Lyndsay Warrilow

Accident reporting

Arne Warrilow

First Aider

Arne Warrilow

Equipment inspection

## 3.0 Arrangements

This section defines our company arrangements and policies for dealing with our activities.

### 3.1 Safety Audits and Monitoring

At monthly intervals the MD or his nominated representative will carry out a health & safety audit on one contract or job, selected at random. The audit will consider the effectiveness of the welfare facilities; emergency procedures, safe methods of work etc. identified at the outset, and will identify any corrective action required. Where the MD considers it necessary in order to maintain the desired level of health & safety, they may seek the assistance of an external Health & Safety Advisor in carrying out audits and identifying corrective actions.

### 3.2 Guidance

The company commits to operating to the very highest standards of Health Safety and Quality and will therefore carry out its operations in accordance with best practice as advised by the Health & Safety Executive and also various trade bodies and associations, this best practice will be reviewed on annual basis and adopted annually or when evidence that significant improvements can be made by adopting sooner Guidance documents are kept at head office and will be made available to staff and other interested parties

### 3.3 Health & Safety Records

All records will be kept by the MD, in written form indicated in the various appendices. Such records will include:

- Equipment Inspections
- COSHH Assessments
- Generic Risk Assessments
- Staff Training and Induction Records

In addition to the above general records, the following contract specific records will be maintained for each major contract.

- Contract Start-up information
- Specific Risk assessment
- Method Statements and Safe systems of work.
- Accident Record Book

### 3.4 Asbestos

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care. When working on site staff and contractors will assume any suspicious material is asbestos unless there is conclusive evidence to the contrary. No drilling, breaking or cutting shall be carried out to any material suspected of containing asbestos fibres. Any suspicious material shall be reported to the site or building manager immediately

A type 2 survey will be carried out on all premises suspected of containing asbestos prior to starting work on site

### **3.5 Personal Protective Equipment**

Personal Protective Equipment will be provided by the company and the relevant PPE must be worn at all times whilst carrying out work. Details of the correct PPE will be made available to employees, no employee/contractor will be permitted to start work without the correct PPE and the necessary information, instruction and training to enable him to utilise the equipment correctly and without risks to safety and health. It will be the responsibility of each contract manager and his site foreman to monitor the wearing of PPE on sites under their control, persons found to be persistently breaching PPE rules will be subject to disciplinary procedures including ejection from site

### **3.6 PAT Testing**

All portable electrical appliances will be tested in accordance with the regulations, at the recommended intervals, 'as may be necessary to prevent danger'. It will be the responsibility of the site manager to ensure that all equipment provided is suitable for the task, including any provided by a Customer.

### **3.7 Equipment Inspections & Records**

Each employee/contractor must carry out a daily inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to MD/Site Manager. The Manager will carry out 6 monthly inspections of all company equipment, ladders, PPE, tools, etc, and will keep a record of such inspections. For the purposes of record keeping, each item of equipment shall have its own unique reference, which shall be clearly marked on it. Markings must be maintained so that they are clearly discernible at all times.

Where an inspection reveals a defect, it will be the responsibility of the MD/ Site Manager to ensure that the equipment is not used until such time as a suitable repair has been affected. If the equipment is beyond repair it must be discarded, whether or not a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

### **3.8 Welfare**

In most cases company employees/contractors will be able to use toilet/washing facilities within the customer's premises. It will be the responsibility of the Site Manager to ascertain if this is possible prior to commencement of a contract. Where it is not possible, it will be the responsibility of the Site Manager to establish the location of suitable temporary or public facilities.

Where work is carried out in peoples homes we will make a verbal request to use their washing facilities if required.

### **3.9 Accident Reporting & Investigation**

All employees/contractors must report any near miss, accident or injury to the Head Office. Details of all accidents will be entered into the company's accident record book which is kept online in our Safety First Package.

It will be the responsibility of the MD or his nominated representative to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1997 (RIDDOR).

Any accident resulting in more than minor injuries, or incident which might have resulted in serious injury, will

be investigated by the MD or his nominated representative. Depending upon the circumstances of the accident, the MD or his nominated representative may seek the assistance of an external Health & Safety Advisor, both in the investigation and the formulation of preventative procedures to avoid repetition.

### **3.10 Transport & Company Vehicle Safety**

It is the policy of the company to only employ drivers who are competent.

Driver approval and competence

A person may only operate company vehicles if he or she;

1. Has held a full UK license for a minimum of 2 years
2. Has not been disqualified from driving for drink and/or drug offences in the last 5 years nor has any prosecution pending
3. Holds the correct license for the type of vehicle being operated

Drivers must inform the company of any circumstances that may lead a driver to being unfit for driving duties.

Drivers must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to present their licenses to the office these will be photocopied and returned.

### **3.11 Machinery Operation**

All employees/contractors who are required to operate machinery will have the appropriate training and license to operate such machinery. It is company policy to take severe disciplinary action against any person found to be operating machinery without the necessary competence.

### **3.12 Machinery Maintenance**

All machines including power tools, jet wash equipment, saws, drills etc shall be subject to regular inspection by the contract managers, who will withdraw damaged or unsuitable equipment from service immediately. All machinery shall also be subject to maintenance and service as per the manufacturers instruction and maintenance schedule OR at least annually

### **3.13 Lone Working**

Where work is carried out in the customer's premises, the MD or his nominated representative will ascertain the procedures to be followed in case of emergency, e.g. lone worker injury etc. and details will be provided to all company employees/contractors required to work in or on such premises.

### **3.14 First Aid Arrangements**

The MD or his nominated representative will ensure that as a minimum the organisation has an appointed person for first aid. The appointed person will be responsible for maintaining the first aid kit and taking charge after an accident, this includes calling for a person qualified in first aid or ambulance if necessary.

Where visits are carried out to other premises, the person responsible for Health & Safety will ascertain the first aid procedures to be followed, and details will be provided to all organisation employees/contractors required to work in or on such premises. All company vehicles carry first aid kit and are inspected on a regular basis.

### **3.15 Communication with workers**

The company uses a variety of methods to communicate information with employees and sub contractor. A monthly informal meeting is held to discuss any issue, including safety. We will also pass information to employees with pay slips as required. A notice board in the head office is also kept up to date.

Communication with employees whose first language is not English will be carried out using one or more of the following methods;

- Ensure adequate time to consult with employees where language and/or literacy may be issues so they can absorb the information and respond to you.
- Use an interpreter; this may be a trained work colleague.
- Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
- Use pictorial information and internationally understood pictorial signs where appropriate
- Where information has to be in English, use clear and simple materials, and allow more time to communicate issues

### **3.16 Health & Safety Training**

The firm will provide as much training and re-training as is necessary to ensure, so far as is reasonably practicable, the health and safety of all staff in the firm. During staff induction and upon any job transfer, safety training will be provided to ensure that the staff are trained in Health & Safety matters to a level appropriate to their responsibilities. Induction Training Every new employee will receive a safety induction on day one of his/her employment. The training will consist of fire safety, manual handling, and display screen equipment use (where necessary), environmental and general safety. New employees will also be given instruction and safety training on the equipment they will be required to use whilst discharging their duties. A training record will be kept and maintained in our online system. Copies of training records are available for clients upon request.

### **3.17 Fire Safety**

It is the responsibility of the site foreman to ensure that all fire safety procedures implemented in client buildings and on client sites are communicated to staff, where staff are carrying out hot work, the operative must first obtain the appropriate hot work permit from the building manager and ensure he has the appropriate fire extinguisher to hand. 2 hour fire watch will be maintained after any hot work.

Fire risk assessments will be carried out in all areas occupied by the organisation, the risk assessments will consider sources of ignition, sources of fuel and any extra sources of oxygen over and above what is present in the air. The assessment will evaluate the risk of a fire starting and the effect of the fire on people. The assessment will indicate control measures to remove or reduce the risk of fire starting. The significant findings of the assessment will be communicated to the relevant persons together with the necessary instruction and training.

Means of Escape

In the event of fire occurring, it is vital that staff and other persons are able to evacuate the premises

All existing doors through which a person may have to pass to get out of the premises must be capable of being easily and immediately opened from the inside. Staff will not block or otherwise obstruct exits provided for emergency evacuation

Access routes must always be maintained unobstructed to exit doors (internal and final exits) sufficient to allow easy access by the number of persons likely to use those routes, (750mm minimum) and employees must observe any line markers to indicate areas which must be kept clear

Stairways in buildings must be free from any risk of fire or spread of fire eg unauthorised portable heater, combustible material etc

Under no circumstances should fire doors be wedged open unless they are retained by automatic magnetic release systems or similar which are connected to the fire alarm system.

#### Smoking

In line with current legislation smoking is not allowed in client premises, our premises or company vehicles.

#### Housekeeping

Good housekeeping is most important. Waste or packing materials should not be allowed to accumulate in any building. No combustible materials should be kept in rooms and stairwells should be kept clear of combustible materials at all times.

### **3.18 Display Screen Equipment (DSE)**

Working with Display Screen Equipment is recognised as being a major cause of injury and ill health, the company will carry out risk assessments and provide information instruction and training to its entire DSE user staff. Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the person responsible for Health & Safety at their earliest convenience

### **3.19 COSHH Assessments**

For all materials or substances utilised which may be hazardous to health, a formal COSHH Assessment will be carried out by the MD or his nominated representative. A register of hazardous substances shall be kept at the head office along with all relevant Manufacturers Safety Data Sheets. Significant findings of the assessments will be communicated to the relevant operatives, together with the necessary MSDS sheets and instructions for use.

### **3.20 Noise**

Regular exposure to high noise can cause deafness and tinnitus. Noise assessments will be carried out when ever it is suspected that noise levels may be above 80db(a), and hearing protection will be provided for all operatives. Where noise levels are at 85db (a) or above the company will take measures to reduce the exposure of noise to its employees by means other than hearing protection, the wearing of hearing protection shall also be enforced

### **3.21 Manual Handling Assessments**

The MD or his nominated representative will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment. Manual handling assessments will consider the load to be handled, e.g. tools, equipment etc, its size and weight, the individual, the task and the environment in which the task takes place. The assessment will also consider the possibility of utilising mechanical means to minimise the risks arising from manual handling.

### **3.22 Method Statements (Safe Operating Procedures)**

Work Instructions (Method Statements) will be developed for all the companies operations, information from the risk assessments will be used to formulate these documents which will be used in training and given to members of staff, the work instructions will be reviewed and updated either periodically or when something significant changes. Method statements are written using our online system and are available to customers upon request.

### **3.23 Working at Height**

It is the policy of the company to comply with the Work at Height Regulations 2005. Work at height will be avoided wherever possible, where work at height can not be avoided; the site foreman is responsible for carrying out a risk assessment and selecting appropriate work equipment to access height and ensuring the appropriate safety measures to prevent falls are implemented.

Only trained and competent staff will be allowed to work at height and apprentices will be closely supervised.

Where the risk of a fall can not be eliminated the foreman will put in place measures and equipment to minimise the distance and consequences of a fall should one occur.

### **3.24 Risk Assessments**

The MD or his nominated representative will prepare a generic risk assessment covering the common risks encountered in the company s normal business. If necessary, external assistance will be sought to carry out the generic risk assessments. The significant findings of the risk assessments will be relayed to all staff.

The MD or his nominated representative will carry out site specific risk assessment for new site which the company s employees/contractors are obliged to work. Such assessments will consider the health and safety of employee/contractors and the public on site. In particular the company is aware of the number of serious injuries from the incidence of Slips, Trips and Falls. The MD therefore will pay particular attention to eliminating these hazards from each site.

All Risk Assessments will be produced using our online management system and are made available to all clients upon request. Employees should have a copy of risk assessments for the work they carry out.

### **3.25 Alcohol and Controlled Drugs**

It is categorically forbidden for employees to enter sites or places of work, to drive a vehicle, use or operate plant and equipment, or to assists or supervise in the use of; whether on or off company business in an unfit state due to the influence of alcohol or illegal drugs and other substances, such as glue; or to be in

possession of illegal drugs on Company, Client property or in a Company vehicles. Employees taking medicines or prescribed drugs under the direction of their G.P, Dentist, Hospital Doctor that may effect there ability to carry out their work duties have a duty of care responsibility and must notify their immediate Manager.