



think safety, work safely

**HEALTH AND SAFETY
POLICY DOCUMENT (HSPD)**

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1.0 INTRODUCTION

1.1 Overview

This document defines the methods that have been adopted within Liftec Lifts Ltd to support the general provisions of the Health and Safety at Work Act 1974 and reflect the company's obligations to meet their statutory duties and those of its employees, and includes:

- Providing sufficient information to ensure the continuing health, safety and welfare of all staff and any interested parties
- Establishing effective lines of communication through the company and beyond
- Ensuring that appropriate tasks are undertaken by suitably trained, competent staff to support the means to establish safe working practice
- Establishing the means to provide suitable levels of protection to all employees and any other interested parties
- Ensuring the continuing health and welfare of all staff and any other interested parties
- The effective periodic maintenance of all plant and equipment to ensure a safe place of work
- Periodic reviews to evaluate the status of health & safety including any changes in legislation or working practices

To support the above the company directors are responsible for ensuring that this policy document is reviewed once per annum (or sooner as needs dictate) to verify that Liftec Lifts Ltd remains capable of effectively maintaining a safe place of work and safe systems of work.

1.2 References

The following is a guide but not limited to, a list of the health and safety regulations that this manual is based upon. In addition, Liftec maintain a Register of Legislation for Health and Safety, which is audited at least annually to. Where new regulations apply, or changes to the work/working environment, additional regulations will always be considered as and when necessary.

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Manual Handling Operations Regulations 1992
- The Health and Safety (Display Screen Equipment) Regulations 1992
- The Personal Protective Equipment at Work Regulations 1992
- The Regulatory Reform (fire safety) Subordinate Provisions Order 2006
- The Control of Substances Hazardous to Health Regulations 2002
- The Electricity at Work Regulations 1989
- The Control of Noise at Work Regulations 2005
- The Control of Asbestos Regulations SI 2012/632
- The Health and Safety (First Aid) Regulations 1981
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Construction (Design and Management) Regulations 2015
- The Health and Safety (Consultation with Employees) Regulations 1996
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- BS OHSAS18001:2007 Occupational health and safety management systems

1.3 Scope of the business/health and safety provision

The scope of supply on the BS OHSAS18001 certification is as follows:

'Embodiment design, supply, installation, modernisation, maintenance and repair of passenger and goods lifts.

Provision for the effective management of occupational health, safety and welfare throughout the company and its operational activities

1.4 Definitions

1.4.1 Hazard

The potential for one of or a combination of the following:

- A source or situation with the potential to cause harm in terms of injury or occupational ill health
- A source or situation with the potential to cause damage to equipment or property
- A source or situation with the potential to cause damage to the environment within the workplace

1.4.2 Risk

The potential for a hazard to be realized as follows:

- The likelihood for a particular hazard to be realized
- The severity (effect) that a particular hazard may have on any affected individual's
- The extent of the risk, i.e. which people may be affected by the hazard

1.4.3 Risk estimation

- The evaluation of the likelihood against the severity of a particular risk
- Risk estimates are based upon the two following tables that are based upon guidance notes with the OHSAS 18001 health and safety management system model:

The following table shows the Probability, Severity risk ratings used in determining the Risk Assessment.

On each risk assessment there is 1x Probability rating and 1x Severity rating; to get the risk Score, multiply probability by severity

On each risk assessment, there will be a score before the control measures are implemented and a score with the control measures implemented; this last score is referred to as **residual risk**, and with the right control measures implemented, this score should be lower than the initial risk assessment.

1.4 Definitions (continued)

Probability		Severity		Score
Almost Certain	9	Death	9	1-18 Tolerable Risk
Very Likely	8	Total incapacity	8	
Probable	7	Severe incapacity	7	19-45 Ensure risk reduction measures are in place before proceeding
More than evens	6	Slight incapacity	6	
Even chance	5	Major injury	5	
Less than evens	4	Moderate injury	4	
Improbable	3	Absent 1 day	3	46-81 Do not proceed until risks reduced to tolerable level.
Highly Improbable	2	Minor injury	2	
Almost Impossible	1	Insignificant injury	1	

1.4.4 Generic/Model risk assessment

Typically, a generic or model risk assessment may be adopted when:

- A number of activities or tasks are encompassed by identical hazards, associated risks and identical levels of severity and likelihood

1.4.5 Site / activity specific risk assessment

Typically, a site or activity specific risk assessment may need to be adopted when:

- Any activity or task that includes one or more hazards that are additional to those encompassed within a generic risk assessment
- Any activity or task that includes one or more hazards that may give rise to increased severity or likelihood to cause harm

1.4.6 Method statement and /or a safe system of work

All risk assessments are supported by method statements/safe systems of work (SSOW).

Typically, these are incorporated within a dual risk assessment and method statement/SSOW document that will:

- Outline each step of each applicable activity or task
- Outline those control measures that are required and necessary to support effective risk management and control against each step of the activity or task

1.4.7 Accident

An undesired event that has given rise to one or more of the following:

- Death
- Acute injury and occupational illness
- Chronic injury and occupational illness
- Damage to equipment and property

1.4.8 Incident

An undesired and event that gave rise to the potential to cause or lead to an accident resulting in:

- Death
- Acute injury and occupational illness
- Chronic injury and occupational illness
- Damage to equipment and property

1.5.9 Near miss

An undesired and unforeseen event that has resulted in a near miss that could have the potential to cause or lead to an accident resulting in:

- Death
- Acute injury and occupational illness
- Chronic injury and occupational illness
- Damage to equipment and property

(the current health and safety policy statement can be found displayed in the building, and as Appendix A of this policy document)

2.0 ORGANISATION AND RESPONSIBILITIES

(please see Appendix B for company Organogram)

2.1 Responsibilities - general

All members of staff recognise and understand that they each have a responsibility and personal duty of care to work with their peers and senior management to maintain a safe place of work and safe working practices.

Over and above various day-to-day duties, several members of staff at all levels within the organisation have additional health and safety related duties that support the above.

These additional duties are detailed as follows:

2.2 Health and safety duties

Managing Director

- As the employer, accepts overall responsibility for compliance with the Health and Safety at Work Act 1974 and all applicable, associated Regulations
- Has charged the Compliance Manager to manage Health and Safety within the company and to report on the ongoing suitability of the companies Health and Safety arrangements and its compliance to the Health and Safety at Work Act 1974 and all applicable, associated Regulations

Service Operation, Repairs, Operations and Sales Directors

- As co-directors, accept responsibility for compliance with the Health and Safety at Work Act 1974 for all site-based activities

Compliance Manager and Officer

- Are the company's appointed competent Health and Safety Officers
- Are the company's internal coordinators to ensure that all of the requirements of OHSAS 18001:2007, the company's health & safety policies and objectives and all applicable statutory and regulatory requirements are continually met and maintained and reported to the Managing Director
- Acts as the internal point of contact as the company's safety representative and management representative for consultation with employees and any external bodies / interested parties, as necessary
- Responsible for considering and reviewing the suitability and effectiveness of all resources, including welfare facilities (both in the office and at site)
- Responsible for reviewing the ongoing suitability and availability of risk assessments, method statements and site safety surveys etc
- Responsible for maintaining records to include any health and safety related training and development
- Responsible for working with senior management to plan future training and development
- Responsible for maintaining records supporting competence & suitability of contractors and suppliers
- Responsible for carrying out periodic site safety surveys/audits

Construction Supervisor, Service Manager, Repairs Manager, Snr Project Manager

- Responsible for carrying out risk assessments
- Responsible for liaising with the Compliance Manager to produce and review method statements and site survey reports
- Responsible for ensuring all site-based operatives and contractors maintain a safe place of work and safe working practice
- Responsible for carrying out Health and Safety Spot Checks
- Responsible for carrying out quarterly checks on field operatives Health and Safety Kit Bags
- Responsible for ensuring all site-based operatives and contractors maintain a safe place of work and safe working practice

Site engineers (installation, maintenance and test)

- Responsible for maintaining a safe place of work and safe systems of work including maintaining their own health, safety and welfare and correctly using any plant, machinery or equipment that they have been trained to use
- Correctly using and wearing any personal protective equipment that they have been issued

Office administrators

- Responsible for maintaining a safe place of work and safe systems of work including maintaining their own health, safety and welfare

GENERAL ARRANGEMENTS

3.1 HEALTH AND SAFETY RISKS

All hazards that are associated with the company's operations and have the potential to cause harm, are routinely identified through carrying out, completing a series of health and safety risk assessments that support all applicable activities and tasks that include associated health and safety risks.

Typically, risk assessment / method statement reports are subject to review either as a result of changes within the workplace and are also routinely reviewed during periodic management meetings and health and safety committee meetings.

Applicable survey reports and review reports e.g. DSE user surveys, are subject to reviews at a frequency of at least once per annum during one of our safety committee meetings.

As a result of the above reviews and where deemed necessary, e.g. due to changes in facilities, a new DSE survey may then be undertaken and subject to review as outlined above.

The company directors are responsible for ensuring all risk assessments are carried out by trained competent persons who have the knowledge skill and technical ability to undertake their assignment.

Based upon any significant hazards that have been identified, each of these hazards are evaluated and supported by a series of risk control measures that provide the means to ensure that the risks are removed, replaced or reduced, so far as is reasonably practical, to an absolute minimum.

In conjunction with the above, the need for a risk assessment to be carried out may be dependent upon a number of various inputs that will typically include:

- Any information or data that supports the magnitude and effect of hazards and associated risks
- Statutory or regulatory changes, including changes to ACoPs or guidance notes
- Interaction with or from an enforcing authority or any other applicable external organisations
- The introduction of new technology, changes in plant, equipment or existing control measures
- Changes in company size, responsibilities, working practices, working hours or shift patterns etc
- Any information that is supporting a complaint, accident, incident or a near miss

All hazards are evaluated through comparing likelihood against severity, based upon the OHSAS18001 health and safety management system model as outlined within section 1.4.3 of this policy document.

As outlined within section 1.4.4 of this policy document, where it is possible and practical to do so, any activities that include common hazards and risks that are of a similar level of severity and likelihood, may be encompassed within and controlled by a generic risk assessment / method statement.

Based on that outlined in sections 1.4.5 of this document, where, for whatever reasons the above is not possible, additional risk control measures will be considered and introduced, including:

- The provision for issuing and wearing personal protective equipment that is of an acceptable classification to provide maximum protection and ensuring that once issued, all equipment is suitably maintained, worn as and where necessary and cannot be subject to abuse or misuse
- Ensuring that, in conjunction with the above, warning signs and / or any other applicable protective barriers etc are made available and used wherever it is deemed necessary to do so
- Considering the implications of any additional, isolated, or 'one-off' hazards
- Ensuring the safety of all members of affected persons including members of staff, contractors, visitors and, where applicable, the general public

As an integral part of periodic management meetings and health and safety reviews, the effectiveness of the above are discussed and, where appropriate, remedial actions or opportunities for improvement (including timescales and responsibilities) may be agreed and undertaken to support the ongoing suitability and integrity of the health and safety management system.

3.2 CONSULTATION WITH EMPLOYEES AND COMMUNICATIONS

3.2.1 Internal consultation and communications

The employer understands and accepts its obligation to meet the requirements of the Health and Safety (Consultation with Employees) Regulations to:

- Identify assigned representatives who have the freedom and resources to act as the employees' health and safety representative for their department
- Establish and agree suitable methods and lines of communication to ensure that all health and safety related matters can be communicated throughout the company as quickly and as effectively as possible
- Consult with employees to discuss all applicable ongoing health, safety and welfare issues
- Allow suitable time to attend quarterly employee representatives' meetings

(Employee Reps Meetings)

3.2.2 External communications

The employer also understands and accepts its obligation to ensuring that effective lines of communications are maintained with all applicable external organisations to enable the company to obtain any relevant information that may support health and safety.

As and when it is considered appropriate or necessary to do so, company representatives may contact one of several different organisations for the purposes of interacting with, or gaining valuable information from recognised sources that typically includes the following:

Organisation	Information type	Web address
<ul style="list-style-type: none"> Health and Safety Executive 	<ul style="list-style-type: none"> General health and safety information Downloadable legislation and guidance notes 	www.hse.gov.uk
<ul style="list-style-type: none"> British Standard Institution 	<ul style="list-style-type: none"> British and International standards and information European directives 	www.bsi-global.com
<ul style="list-style-type: none"> The Royal Society for the Prevention of Accidents 	<ul style="list-style-type: none"> General information and guidance on the effective reduction of accidents 	www.rospa.co.uk
<ul style="list-style-type: none"> The Department of Trade and Industry 	<ul style="list-style-type: none"> General product related information Downloadable Approved Codes of Practice (ACoPs) 	www.dti.gov.uk
<ul style="list-style-type: none"> The British Safety Council 	<ul style="list-style-type: none"> General health and safety related information 	www.britishsafetycouncil.org
<ul style="list-style-type: none"> The Institute of Occupational Safety and Health 	<ul style="list-style-type: none"> General health and safety related information 	www.iosh.co.uk
<ul style="list-style-type: none"> The Trades Union Congress 	<ul style="list-style-type: none"> Produces health and safety guidance publications and videos 	www.tuc.org.uk

3.3 PLANT AND EQUIPMENT

Both the employer and its employees understand and accept their obligation to meet the requirements of the Provision and Use of Work Equipment Regulations and various associated regulations.

The Store Man

- Has been given overall responsibility to define and implement the maintenance, inspection and testing regimes
- Will ensure that plant and equipment is regularly checked and, as and when required, is subject to routine planned maintenance
- Ensure that all planned maintenance and testing is fully documented
- Ensure that any plant and equipment that is not safe for use is held in the quarantine area until repaired and re instated
- Ensure that any portable electrical appliances are subject to a PAT check at a frequency of one per annum for the Service/Maintenance Engineers, and six-monthly for the Construction and Repair Engineers, or sooner as needs dictate

Line Managers and Supervisors

- Co operate with the Store Man to achieve/improve compliance to the above regimes
- Arrange training for Engineers on all plant and equipment that they shall use in the course of their work
- Ensure that Engineers do not use plant and equipment for which they have not the appropriate training
- Check that all plant, machinery and equipment are inspected before use, used correctly and in a safe manner as per the company SSOW on Tools and Equipment.

Engineers

- Check the condition and inspection & test status tags/labels of any plant, machinery or equipment before use
- Ensure that all plant, machinery and equipment used correctly and in a safe manner as per the company SSOW on Tools and Equipment
- Ensure that whenever any plant, machinery or equipment is found not to be fit for its intended use, it is isolated or made otherwise safe, until such time that it can either be repaired or replaced, prior to be placed back into service

As and when it is necessary to hire any equipment from an external source, it is company policy to ensure that:

- All load bearing equipment, e.g. lifting tackle, is supported by a valid load test certificates and instructions for use
- All portable electrical appliances are supported by valid PAT (portable electrical appliance) test certificates
- All other equipment, e.g. scaffolding, is supplied and, where necessary, erected by a suitably competent contractor and its inspection status defined with a scafftag
- Any hired equipment is only used by suitably trained members of staff, e.g. site engineers

3.4 HANDLING, STORAGE AND THE SAFE USE OF HAZARDOUS SUBSTANCES

3.4.1 Managing Asbestos - general

- * In order to meet the Control of Asbestos Regulations 2012, the company directors are aware of their duty of care to consider the probability that asbestos based products and fibres are likely be present in any buildings that were either built or were refurbished between 1950 and 1999.

As such, and due to the significant chronic and irreparable damage that exposure to asbestos products and materials can cause, all senior managers understand the importance of ensuring that their field-based engineers or any further members of staff that are likely to need to gain access to site, have undergone and completed asbestos awareness training as a part of their initial induction into the company.

- * To protect its employees and sub contractors form accidental exposure to ACM's Liftec lifts request the building Asbestos Register for a premises from the Client (responsible person) before any lift work commences at the premises. It is only after the status of ACM's has been established at the premises that Liftec employees/sub-contractors are permitted to attend the premises.

3.4.2 Managing Asbestos – control measures

Asbestos awareness training forms the basis of members of staff being able to understand what to do in the event that any asbestos fibres or products are discovered and in what form asbestos might manifest itself.

If and when a situation arises whereby a site engineer discovers the existence of, or suspects the presence of asbestos, it is company policy that whoever has identified the existence of what is believed to be asbestos material, is responsible for notifying the most senior engineer on site in order for the engineer to carry out the following actions at the earliest opportunity:

- Ensure that any activities that are planned to be undertaken or may already be underway, are immediately ceased
- Ensure that any company personnel and any other individuals who are within the hazard zone are evacuated to a safe haven
- Ensure that all company personnel and any further affected individuals understand the importance of not re-entering the hazard zone until it has been declared safe to do so
- Take appropriate action to ensure that access to the hazard zone cannot be compromised until it has been made and declared to be safe
- Depending upon the manner of the hazard and its location, one or more of the following control measures may be implemented to support the above:
 - Placing solid hazard barriers around the hazard area
 - Where this is not possible, using barrier tape to identify the extent of the hazard
 - Supporting the above with signage that clearly identifies the nature of the hazard, with an instruction that no one should enter the area until it has been declared safe to do so
- Notify the client or the client's representative (as applicable) by the quickest and most practical means available to confirm the existence of the hazard to enable the client to take remedial action to make the area safe
- Contact line manager/compliance manager to confirm that the above actions have been taken
- Ensure that work does not continue until the client or the client's representative (as applicable) has confirmed that the work area has been made safe, and documented proof is available to confirm this.

In addition to the above actions, the company directors are responsible for ensuring that the following additional actions are carried out as soon as it is both practical and possible to do so:

- Contact HSE in order to report the incident under the requirements of RIDDOR
- Ensure that any members of staff who are believed to have come into contact with any asbestos fibres are instructed to seek medical guidance at the earliest opportunity
- Ensure that prior to confirming work can continue, documentation has been received from the client or the client's representative (as applicable) that confirms and declares the work area has been made safe

(asbestos awareness training)

3.4.3 Managing other hazardous substances

Both the employer and its employees understand and accept their obligation to meet the requirements of the Control of Substances Hazardous to Health Regulations to:

- Carry out COSHH risk assessments and identify suitable control measures for all hazardous substances that are used within the workplace
- Obtain and make available COSHH data sheets for the above
- Ensure that the use of hazardous substances is supported by effective, safe working practice
- Ensure that the presence of any particularly hazardous material is reported to enable a responsible person to decide and confirm whether an operation or activity can safely commence or confirm what actions may need to be instigated beforehand
- Implement measures to remove, replace or reduce (so far as is reasonably practical) the need to use hazardous materials
- Support the above (where appropriate and as necessary) through the issue and use of CE certified personal protective equipment that is appropriate to the task
- Ensure that where necessary, any hazardous materials that are likely to promote acute or chronic respiratory conditions are used in areas that provide suitable levels of ventilation or, where this is not possible, are used with the aid of either a forced-air extraction system or are used with the use of appropriately classified personal respiratory protection
- Ensure that hazardous materials are suitably and safely stored, transported and used in such a manner as to minimise the risk of accidental spillages and minimise (so far as is reasonably practical) the volumes of materials that may be held in storage, or are required for use

3.4.4 Manual handling

- * Both the employer and its employees understand and accept their obligation to meet the requirements of the Manual Handling Regulations in ensuring that as and when it is either not possible or it is impractical to substitute manual handling with mechanical handling, or to use suitable equipment to assist in the lifting, handling or transportation of heavy plant, equipment and materials, appropriate and suitable alternative control measures are implemented.

These measures are necessary in order to ensure that all affected members of staff cannot be placed at risk of suffering work related injuries such as back strain or WRULD etc, as a result of the manual handling of any such items.

Typical considerations and control measures include:

- Implementing measures to remove, replace or reduce (so far as is reasonably practical) the need for manual handling by making available suitable handling and lifting equipment
- Ensure that any instructions for the use of any specialised handling and lifting equipment are made available to affected members of staff and are fully adhered to
- Ensure that where it is either not possible or it is impossible to use any equipment to assist in handling or lifting operations, a sufficient number of suitably trained and competent members of staff are used to safely lift, handle and transport the load to its final destination
- Ensure that any activities that include the need to either lift, handle or transport any heavy plant, equipment or materials are included within applicable risk assessments and supported by method statements that define a safe system of work

(Manual handling training carried out for all persons at the time of their initial induction to the company)

3.5 HEALTH AND SAFETY INFORMATION AND PLANNING

3.5.1 Information

Both the employer and its employees understand and accept their obligation to meet the requirements of the Health and Safety Information for Employees Regulations and the Health and Safety (Safety Signs and Signals) Regulations to provide adequate levels of health and safety related information to support:

- The provision for defining company health and safety rules and guidelines and making this information available to all interested parties as and when necessary, including staff, contractors, visitors and the general public
- Identifying responsibilities and procedures for coordinating health and safety induction training and job-specific health and safety training
- Maintaining health and safety training records and associated qualifications
- Providing instructions, e.g. method statements, procedures, ACoPs, guidance notes and manufacturer's instructions etc, for the correct and safe use of all plant and equipment

3.5.2 Planning

Various plans are used to provide for the effective management and monitoring of all applicable activities and tasks and may typically include:

- Health and safety training plans
- Work schedules
- Project plans
- Health and safety audit plans and schedules

Where high risk activities are applicable, e.g. working within a confined space such as a lift shaft lift well, or where particularly hazardous operations are being carried out, applicable members of staff are responsible for determining, planning and implementing whatever additional controls are necessary to maintain a safe place of work and safe systems of work including implementing a Permit to Work system and maintaining effective 2-way communications.

3.6 HEALTH AND SAFETY TRAINING

The employer understands and accepts its obligation to meet the requirements of the Workplace (Health, Safety and Welfare) Regulations, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations and various other associated regulations to provide adequate levels of training and awareness, thus ensuring that all staff can carry out their given tasks and responsibilities in a safe manner.

All persons will receive induction training on their first day. This will consist of health and safety training appropriate to their role and includes (as appropriate):

- Health and safety in the office
- Health and safety on site
- Safe access to the car top and the lift pit
- Use of bridging kits (for suitably qualified engineers only)
- Training in Manual Handling and Fire Awareness
- The requirement for and the reporting of Accidents and Near Misses

In addition, they will be issued with their PPE and workwear, and a copy of the Engineers Safety Information folder, which includes copies of all safety related paperwork that may be referenced as required

Typically, this includes identifying responsibilities for:

- Carrying out periodic audits and inspections within applicable work places
- Establishing the effective routine health surveillance of all staff
- Providing specialist training and qualification for any staff who may be at high risk during the use of, or maintenance of any mechanical, hydraulic or electrically-powered devices, including carrying out periodic PAT testing of electrically-powered portable devices and maintaining applicable test records
- Providing additional training for any staff who are required to use specialist plant or equipment, including sub-contracted or hired plant
- Investigating any work-related accidents and illnesses including dealing with any reportable incidents under the requirements of RIDDOR
- Carrying out periodic reviews of levels of training, competence and awareness, including establishing future training needs
- Providing health and safety training for all staff as and when necessary (including new employees during their induction programme)
- Considering the training needs for any persons with special needs including disabled persons, nursing and expecting mothers
- Directors reviewing current and future training needs during periodic management meetings
- Directors supporting the above through their ongoing commitment to ensuring all employees understand the importance of not misusing plant and equipment, and the importance of employees not inflicting injury upon themselves or any others either accidentally, through negligence or through violence
- Directors commitment to maintaining all associated health and safety training records and evidence of competencies, e.g. recognised associated qualifications

3.7 ACCIDENTS, WORK RELATED ILL HEALTH AND FIRST AID

The employer understands and accepts its obligations to meet the requirements of the Workplace (Health, Safety and Welfare) Regulations, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations and the Health and Safety (First Aid) Regulations to:

- Provide sufficient training to enable all staff to ensure that they fully understand what measures to take in a medical emergency including who to contact when and by what means
- Provide suitable first-aid facilities, both within the company's premises, working sites and provide whatever additional first-aid training and resources are deemed necessary for staff who are located and work within off-site locations
- Periodically review first-aid facilities to ensure that they remain suitable and adequate to readily provide the necessary levels of protection and support
- Provide suitably trained, appointed first aid personnel to support the above
- Identify responsibilities and requirements for reporting serious occurrences under RIDDOR
- Carry out accident investigations appropriate to the nature and severity of the accident; and to ensure that all appropriate reports are completed; and safety alerts issued to all members of staff where applicable
- Review all accidents on at least an annual basis to look for trends that require a change to working practices or equipment supplied for safe working

3.8 EMERGENCY SITUATIONS

Under the direction and control of the managing director, the employer recognises the need to establish defined procedures that fully outline methods with which any emergency situation can be managed and coordinated, such that the continuing health and safety of all staff, any contractors, visitor and the general public is maintained.

Typically, this includes:

- Identifying responsibilities for carrying out risk assessments that are associated with emergency situations
- Identifying responsibilities for the effective maintenance of fire extinguishers, alarm systems, escape routes and evacuation procedures
- Producing, issuing and maintaining an evacuation plan that is placed within one or more strategic points around the premises
- Ensuring that all health and safety signs that are associated with the above are placed within strategic points around the company
- Planning and coordinating periodic fire and emergency evacuation drills
- Ensuring that any site-based staff are aware of any additional responsibilities regarding emergency situations, evacuation plans and control measures that may be required, including issuing those staff with portable fire-fighting equipment and a permit to work system for tasks that are associated with high risk activities such as 'hot work' etc

The employer also recognises and understands the need to maintain effective measures that will support the prevention of any emergency situations arising and typically includes the need to:

- Maintain effective levels of housekeeping
- Reviewing the effectiveness of evacuation plans and procedures
- Reviewing the effectiveness of emergency evacuation exercises (fire drills)
- Monitoring and maintaining the emergency equipment in situ
- Reviewing the effectiveness and suitability of all resources that may support an emergency situation, including training, awareness and competencies
- Reviewing the effectiveness of emergency communications

(refer also to Disaster Recovery Plan)

3.9 HEALTH AND SAFETY REVIEWS

The company directors are responsible for coordinating periodic reviews to confirm the continuing suitability and effectiveness of the health and safety management system.

Health and safety reviews are carried out as an integral part of quarterly management review meetings but may be carried out sooner as needs dictate.

Typically, each review includes:

- Reviewing the effectiveness of existing resources
- Confirming ongoing compliance with current legislation
- Considering any new or amended legislation
- Reviewing the general health and welfare of all members of staff, including reviewing any data that supports ongoing health surveillance
- Reviewing the effectiveness of health and safety audits and risk assessments

- Reviewing accident and incident reports, and near miss reports
- Reviewing any correspondences or interaction with external organisations

3.10 GENERAL WELFARE

3.10.1 General provisions

The employer understands and accepts its obligations to support the Workplace (Health, Safety and Welfare) Regulations in providing all members of staff with the resources that will provide for effective levels of health, safety and welfare throughout the company.

This is further supported through the employer's continuing dedication to enhancing and influencing staff motivation and satisfaction and providing an environment within which all members of staff can work within an atmosphere that is conducive to maintaining health, safety and personal welfare within each of our workplaces and improving overall performance of everyone within the organisation.

Typically, this includes the need to consider:

- Health and safety rules, instructions and guidelines
- Ergonomics
- Facilities for people with special needs, including young persons, expecting and nursing mothers
- Effective health and safety equipment and support
- Controlling and managing the potential for personal conflict, violence and stress within the workplace

Typical examples of physical factors that need to be considered and are deemed to potentially affect our working environment includes:

- Heating
- Lighting
- Hygiene
- Humidity
- Cleanliness
- Pollution and waste management
- Staff who are required to work within close proximity to others, confined spaces or congested areas
- The presence of, use of and effective control of hazardous practices, substances and materials

3.10.2 High risk considerations

Under the direction and control of senior management, as and when any members of staff are typically at higher risks than other members of staff due to the nature of their particular responsibilities or working environments etc, additional considerations will be taken and implemented to ensure that their health, safety and welfare is fully and satisfactorily maintained.

Typical examples of this include:

- Members of staff who use display screen equipment
- Members of staff who predominantly work away from the office
- Members of staff who work with highly hazardous material, substances
- Members of staff who are required to work within highly hazardous environments

3.11 CONSTRUCTION (DESIGN AND MANAGEMENT) REGULATIONS 2015

3.11.1 General provisions

The employer understands and accepts its obligations under the Construction (Design and Management) Regulations 2015 in providing all members of staff working on notifiable construction projects with the resources that will provide for effective levels of health, safety and welfare throughout the duration of the project.

This is further supported through the employer's appointment of a dedicated Health and Safety function to communicate/update the CDM Coordinator and other stakeholders with the employer's Health and Safety arrangements for the project. This function will also prepare/update the Construction Phase Health and Safety Plans and support/advise the Construction Supervisors in appropriate implementation and development of the plans.

In Pursuance of the Above:

While Liftec Lifts is Acting as the Principal Contractor

The Employer (as Principal Contractor) Shall:

- plan, manage and monitor the construction phase without any risks to health and safety;
- liaise with the CDM co-ordinator during the construction phase;
- make sure the necessary welfare facilities are provided;
- draw up site rules where necessary, for the construction site and the activities on it;
- direct any contractor, so the principal contractor can comply with their duties;
- make sure every contractor is informed of the minimum amount of time they will have to plan and prepare before the construction work starts;
- consult the relevant contractor before finalising the part of the construction phase plan that applies to the work they will carry out;
- make sure every contractor is given enough time to prepare for the construction work they will carry out;
- make sure every contractor is given any further information they may require;
- identify for each contractor the information which is likely to be required for inclusion in the health and safety file;
- make sure the details required in the notification of project by the CDM coordinator are displayed in a position and condition where they can be read by any worker involved in the construction work;

- take steps to prevent access by unauthorised persons to the construction site.

In addition, they shall make sure that every worker who is carrying out the construction work is provided with:

- a suitable site induction;
- any information and training necessary.

The Employers Duty (as Principal Contractor) in Relation to the Construction Phase Plan

Before the start of the construction phase, the principal contractor shall prepare a construction phase plan which will make sure that the construction phase is planned, managed and monitored in a way which enables the construction work to be started without risk to health or safety. This plan should be updated, reviewed, revised and refined throughout the project, as and when necessary.

They shall also arrange for the construction phase plan to be implemented in a way that will ensure the health and safety of everyone carrying out the construction work, and those who may be affected by the work.

Steps shall be taken so the construction phase plan identifies the risks to health and safety which may arise from the construction work, and includes measures to address them. This may include site rules.

The Employers Duty (as Principal Contractor) in Relation to Co-operation and Consultation with Workers

The principal contractor shall:

- make and maintain arrangements so they and the workers involved in the construction work co-operate effectively in promoting and developing measures to ensure the health, safety and welfare of the workers;
- consult those workers on matters of the project which may affect their health, safety or welfare;
- make sure that workers can inspect and take copies of any information the principal contractor has, with regard to the planning and management of the project, or which may affect their health, safety or welfare at the site

While Liftec Lifts is Acting as Sub Contractor to the Principal Contractor

The Employer Shall

Support and communicate with the Principal Contractor in all of the above and at all times act within the requirements of the Construction (Design and Management) Regulations 2015, all other applicable UK legislation and site rules as defined by the Principal Contractor.

In Pursuance of the Above:

Where a project is notifiable, the employer (as a sub contractor) shall not carry out construction work in relation to a project, unless:

- they have been provided with the names of the CDM coordinator and the principal contractor;

- they have been given access to the construction phase plan; and
- notice of the project has been given to the:
- Health and Safety Executive (HSE); or the
- Office of Rail Regulation.

The employer (as a sub contractor) shall:

- provide the principal contractor with any information which:
- might affect the health or safety of anyone carrying out the construction work, or anyone who may be affected by it;
- might justify a review of the construction phase plan;
- must be included in a health and safety file;
- inform the principal contractor of any sub contractor they have appointed with regard to the project;
- comply with any:
- directions of the principal contractor;
- site rules;
- provide the principal contractor with the information relating to any death, injury, condition or dangerous occurrence which must be notified or reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

In addition, the employer (as a sub contractor) shall also:

- make sure that the construction work is carried out in accordance with the construction phase plan;
- ensure health and safety where it is not possible to comply with the construction phase plan;
- notify the principal contractor of any significant finding which requires the construction phase plan to be amended.

3.12 WORK AT HEIGHT

3.12.1 General provisions

In order to meet the Work at Height Regulations 2005, the company directors are aware of their duty to arrange the company's workload in such a way so as to remove work at height wherever it is reasonably possible. Where this is not possible the company Directors shall put in to place control measures and provide equipment that remove or minimise the hazards when working at height.

3.12.2 Work at Height – control measures

Where the task cannot be changed to remove the requirement to work at height the following controls shall be put in place:

Where no hand rail exists, a hand rail will be installed when working on a car top/lift platform with a large gap (>300mm) between the lift car/platform and the shaft wall

Where no hand rail exists, a hand rail will be installed when working on a plinth where a fall is likely to result in an injury.

Work on landing entrances that require the landing doors to be left open while the lift car is not at the floor level, will only be undertaken with the lift car top brought to the landing level.

Where practical, work at height shall be undertaken using the company supplied access equipment, i.e. steps, ladders and alloy towers, or hired-in specialist equipment, i.e. podium steps

Where equipment such as podiums are not practical (e.g. in the lift pit) company supplied ladders shall be used if secured to prevent movement/slippage of the ladder, and as per company SSOW.

Where there is a fall hazard and it has not been possible to install hand rails engineers shall use Work Positioning Belts and Lanyards adjusted to prevent a fall.

Where work requires an Engineer to work at height where there is a direct fall hazard a Fall Arrest Harness shall be worn. A second Engineer/Rescue Person shall also be equipped with the rescue equipment detailed in the companies rescue procedure in which both Engineers have been trained.

3.12.3 Work at Height – training

In pursuance of the above, as and when required, Liftec Lifts shall send all Engineers on Work at Height training courses at which they are trained in the erection and dismantling of alloy towers, and when appropriate, the inspection and use of work positioning belts and fall arrest harnesses.

3.12.4 Work at Height – equipment

In pursuance of the above Liftec Lifts shall supply each engineer with appropriate equipment dependant on the task, which includes any combination of the following, a temporary hand rail, a barrier, a podium, or an access platform

3.12.5 Work at Height – equipment inspection

When required, and before each use, Liftec Engineers shall visually inspect any work platform, scaffold platform, ladder or steps to be used for working at height. When issued, work positioning belts & fall arrest harnesses before every occasion on which they shall be used.

Under the provision of the Health and Safety at Work Act 1974, the directors, senior management team and employees of Liftec Lifts Ltd understand their obligations, so far as is reasonably practicable, to fulfil the statutory duties that are required of them. To achieve the following, we operate a management system in compliance with current standards

The Employers duties:

- Ensuring the requirements of the above Act, the Management of Health and Safety at Work Regulations 1999 and all other applicable Regulations and ACoPs that are relevant to our operations and activities are fully complied with including applicable legal requirements and other requirements to which the organisation subscribes as related to its OH&S hazards.
- Providing sufficient resources (plant, equipment, personnel and finances) to support the continuing effectiveness and improvement of health and safety management.
- Providing sufficient information, instruction, training and supervision to ensure the continuing health, safety and welfare of all staff and any other interested parties.
- Ensuring that the health and safety policy document is reviewed at regular intervals, including carrying out any updates as and when necessary
- Providing the framework for setting and reviewing OH&S objectives, ensuring that information is communicated internally and is available to interested parties upon request.
- Providing sufficient training to ensure that all appropriate tasks are undertaken by suitably trained and competent staff.
- Provision of a safe and healthy workplace for the prevention of work-related injury and ill health, aiming to eliminate hazards and reduce OH&S risks
- Ensuring arrangements are in place for the safe use, handling, storage and transportation of hazardous components, materials and substances, including safety data sheets as appropriate
- Ensuring arrangements are in place for the safe use and maintenance of all plant, machinery and equipment that is used by staff, contractors and any other parties who may come in to contact with any of the equipment
- Ensuring the working environment provides a safe place of work and, where the working area involves hazardous substances, that suitable control measures are in place to maintain the health and welfare of all affected persons and minimize the risk of harm, injury or ill-health
- Providing the means for continued consultation with staff and/or representatives on any health and safety related matters

The Employees duties:

To ensure that, so far as is reasonably practicable, all staff ensure their own safety and the health and safety of those around them including subcontractors, visitors or the public

To fully cooperate with top management in continuing to meet the company's commitment towards continued health and safety

To ensure that once issued, all personal protective equipment is correctly worn, suitably stored and maintained, not subject to abuse or misuse.

Authorised: Jeff Nokes
Position: Managing Director



Date: 04/01/2021

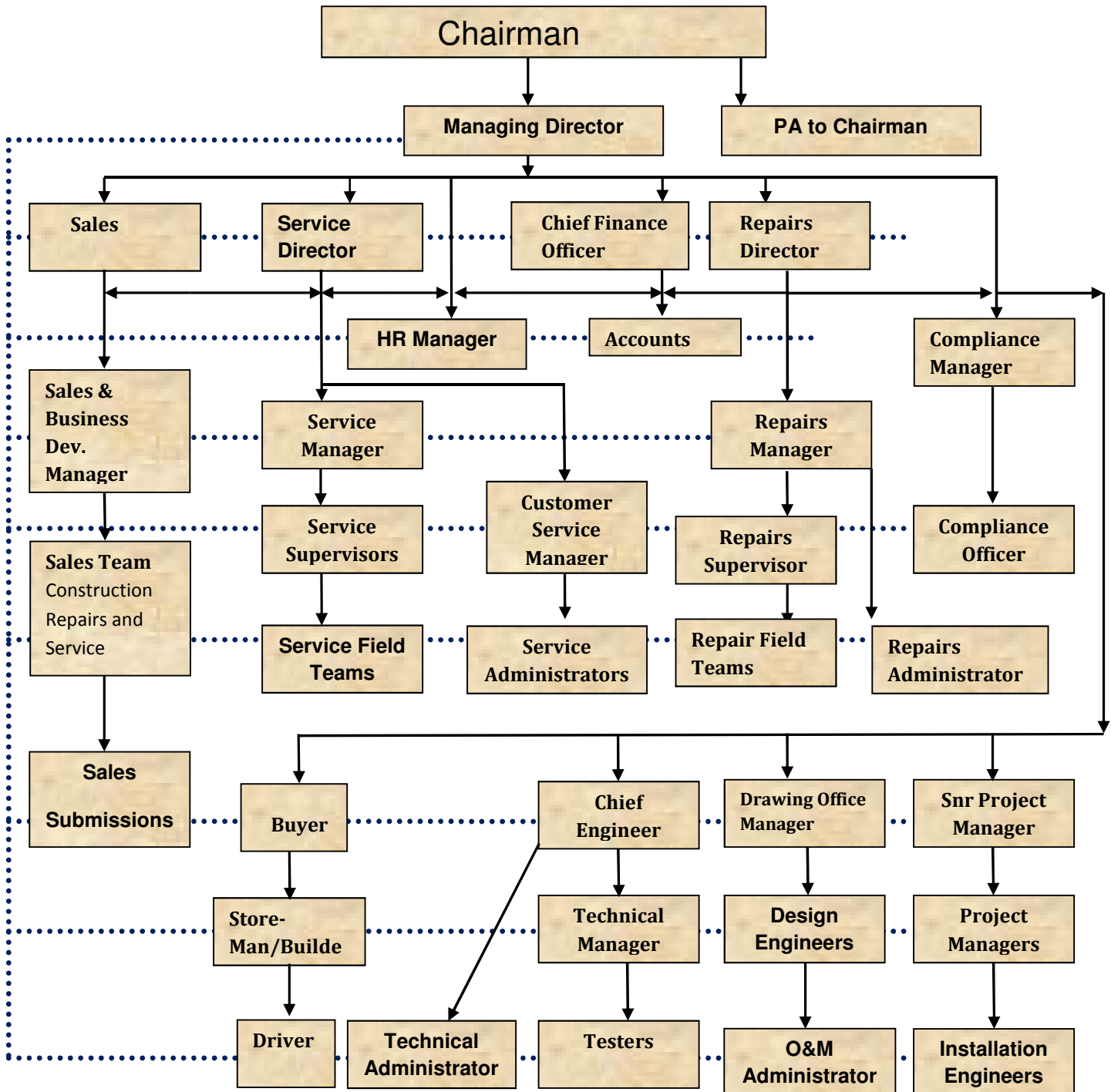
3.1 ORGANISATION AND RESPONSIBILITIES

Key:

→ Reporting Line

3.1 Organisation

⋯→ HSQ Compliance Support



KEY SAFETY, HEALTH, ENVIRONMENT & QUALITY RESPONSIBILITIES**Managing Director**

- As the employer, accepts overall responsibility for compliance with the Health and Safety at Work Act 1974
- As co-director, accepts joint responsibility for compliance with the QMS
- Promotes positive environmental practices within the company

Service/Repairs/Operations Director

- As co-director, accepts joint responsibility for compliance with the Health and Safety at Work Act 1974 (office based activities)
- Responsibility for monitoring & reviewing the business objectives and targets as set out in the QMS.
- Ensure implementation of QMS within Service, Repair and Construction departments.
- Promotes positive environmental practices within the Service, Repair and Construction departments

Sales Director

- As co-director, accepts joint responsibility for compliance with the Health and Safety at Work Act 1974 (site-based activities)
- Ensure implementation of QMS during the tender process, and with Sales dep't as a whole.
- Promotes the use of energy saving products in the installation and modernisation of lifts at the tender stage
- Promotes positive environmental practices within the Sales department

Departmental Managers & Supervisors

- Undertake installation, service activities and maintenance activities and manage Health and Safety on all contracts for which they are responsible under the direction of the Compliance Manager
- Ensure implementation and adherence to QMS on all contracts for which they are responsible.
- Ensures compliance to the company's environmental procedures, and that site personnel follow client/main contractor environmental rules whilst working on their site

Compliance Manager/Officer

- Providing the MD and line management with professional advice to help them meet their responsibilities. Conducting periodic inspections of workplaces, plant, equipment and engineers to monitor compliance with the Health and Safety at Work Act 1974, Company Safety Policy and report to line management and the Managing Director. Acts as the internal point of contact as the company's safety representative and management representative for consultation with employees and any external bodies / interested parties
- Providing the MD and line management with professional advice to help them meet their responsibilities. Conducting periodic system audits and inspections monitor and review standards and procedures, ensuring adherence to the QMS.
- Providing the MD and line management with professional advice to help them meet their environmental responsibilities. Promoting new and existing environmental procedures, to ensure that the company's environmental impact is minimised

Store-Man

- Maintaining records and implementing testing procedures for lifting equipment & PAT.
- General stores control, incoming and outgoing goods.
- Comply with the company Health & Safety, Environmental and Quality policies and objectives..
- Ensure that waste that comes back to the office is properly segregated

Field Staff, Test and Installation Engineers

- To complete all work to the highest quality whilst ensuring the safety of themselves and those affected by their actions.
- Comply with the company Health & Safety, Environmental and Quality policies and objectives.
- Ensure implementation of QMS whilst working on site
- Minimise waste on site, and ensure that what waste is produced is properly disposed of

Administrators

- Maintaining records for all calls made into the business for call-outs, breakdowns, general service and repairs.
- Comply with the company Health & Safety, Environmental and Quality policies and objectives.

Accident, Incident and Near Miss Reporting

All accidents, incidents and near misses must be reported to the management of Liftec at the time that they occur. This provides Liftec the opportunity to ensure that the person who is involved is given the best attention that is required for them, and that the situation can be managed in order that the same does not happen to another person.

Near Miss (or Incident)

A near miss can be defined as any event, which under slightly different circumstances, such as timing, **may** have resulted in injury, ill health or damage; or in more simple terms, it is an accident that is waiting to happen. No injury, ill-health or damage has occurred, but there was the potential to do so.

In the first instance all near misses should be reported to your Line Manager, and then to the Compliance Manager. The incident will be recorded on the appropriate form, giving brief details of the incident, if possible what were you able to do to make the situation safe, and what further actions are required to prevent re-occurrence.

Accidents/Incidents

Accidents/Incidents are separated into different categories subject to the damage that they cause to the person, and by the amount of time off that the injured party needs to have as a result of the accident. Hence an incident has caused injury and/or ill-health. These categories are as per the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013, (RIDDOR):

- A. Minor Injuries – Injuries which are normally treated on site or in the office by first aid officer; these may include cuts, bruises or sprains.
- B. Moderate Injuries – These are injuries that could cause a person to need to attend A+E or a Minor Injuries Unit and could require them to have time off work as a result of the injury.
- C. Over 7 day Injury – This is where a person is injured whilst at work and as a result of their injuries is incapacitated for more than seven consecutive days (excluding the day of the accident but including any days following the accident, whether they are working or rest days)
- D. Specified Injuries – Where a person, as a result of an accident at or in connection with work, suffers any of the following injuries or conditions:
 - a. any bone fracture diagnosed by a registered medical practitioner, other than to a finger, thumb or toe
 - b. amputation of an arm, hand, finger, thumb, leg, foot or toe
 - c. any injury diagnosed by a registered medical practitioner as being likely to cause permanent blinding or reduction in sight in one or both eyes
 - d. any crush injury to the head or torso causing damage to the brain or internal organs in the chest or abdomen

- e. any burn injury (including scalding) which –
 - i. covers more than 10% of the whole body surface area; or
 - ii. causes significant damage to the eyes, respiratory system or other vital organs
- f. any degree of scalping requiring hospital treatment
- g. loss of consciousness caused by head injury or asphyxia
- h. any other injury arising from working in an enclosed space which –
 - i. leads to hypothermia or heat-induced illness
 - ii. requires resuscitation or admittance to hospital for more than 24 hours

(These specified injuries are detailed in Regulation 4 [1 a – h] of RIDDOR)

Category C and D injuries will be reported to the HSE.

Dangerous occurrence/Incident

A dangerous occurrence or incident is defined within RIDDOR as:

- The collapse of, the overturning of, or the failure of any load-bearing part of any lift or hoist.
- Any unintentional incident in which plant or equipment either, comes into contact with an un-insulated overhead electric line in which the voltage exceeds 200 volts; or causes an electrical discharge from such an electric line by coming into close proximity to it.
- Electrical short circuit or overload attended by fire or explosion which results in the stoppage of the plant involved for more than 24 hours or which has the potential to cause the death of any person.

Other definitions are included in RIDDOR but these are the main definitions that could directly affect our business

Dangerous occurrences/incidents will be reported to the HSE.

All accidents will be entered into the Accident Report Book which is held in reception at Liftec's head office and then an investigation will be completed by the Compliance Manager.

If the accident is very minor, then it is probable that the investigation will be carried out over the telephone.

If the injuries sustained require the injured party to take time off from work, then either the Line Manager or the Compliance Manager will go to site and investigate the occurrence. This investigation may include taking statements from the injured party and any witnesses, photographs of the area and details of any other contributory factors.

Once the investigation has been carried out, the investigation report will be completed and kept in the Accident Folder with the Compliance Manager, along with the copies of relevant information.

The following flow chart indicates how we expect Liftec employees to report an accident, particularly when they are working on a client's site.

