

Health and Safety Policy

Revision		Review Date	Details of Change
1	Issue 1	Dec 2018	Original developed by Staff
2	Issue 2	January 2019	Major Review with H&S Consultant involvement
3	Issue 3	June 2019	Interim review with minor organisation changes
4	Issue 4	November 2020	Review completed with minor organisational changes
5	Issue 4	November 2021	Review completed with no changes
6	Issue 4	November 2022	Review completed with no changes
7	Issue 4	November 2023	Review completed with no changes
8	Issue 5	November 2024	Review completed with additions on Mental Health & Fatigue

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Expert Roofing & Guttering Ltd Values

- **Health & Safety**

Through this policy and all Expert Roofing & Guttering Ltd operations we ensure that there is no production need, competitive advantage, cost or time saving measure that is worth an injury of any kind to any person. We must have zero tolerance of any practices that could cause accidents or ill health. We all have a moral obligation to our families and each other to work safely at all times.

- **Trust**

Expert Roofing & Guttering Ltd is a family run business, known as a company which is trustworthy and credible, and which makes a profit honestly and correctly.

- **People**

Expert Roofing & Guttering Ltd values people. We want to be the company where people want to work. We value everyone's contribution and we help & support people in their development throughout their working career.

- **Safe and reliable**

Expert Roofing & Guttering Ltd is a safe and reliable supplier, which keeps its promises to its customers and delivers effective products and services.

- **Passionate about technology**

Expert Roofing & Guttering Ltd is at the forefront of technology through a passion for technology, supplying quality products at the highest standard.

- **Environmentally and socially responsible**

Expert Roofing & Guttering Ltd name should always be associated with a respect for human rights, acceptable working conditions, social considerations and environmental activities to obtain continuous improvements.

Health and Safety Policy Statement of Intent

As Director, and the most senior member of the organisation, I wish to emphasise my personal commitment to ensuring that we achieve and maintain high standards of health, safety and welfare.

The company will provide and maintain safe and healthy working conditions, equipment and systems of work, along with information, instruction, training and supervision. In return it is expected that everyone will work together to prevent all accidents and work-related ill health. It is essential that we set ourselves high standards and all take personal responsibility for health and safety to promote a culture where we will not walk past unsafe practices.

Effective management of health and safety is crucial to our business. At all levels we must ensure that health and safety arrangements are clear, constantly reviewed and implemented. Formal plans for health, safety and welfare targets and improvements are in place and monitored. The involvement of employees in our health and safety effort is fundamental and we shall ensure that effective means of consultation and communication are in place.

Through the implementation and continuous review of this Health and Safety Policy, we aim to minimise the risks from our operations. In return we expect all employees, visitors and other affected persons to help achieve this aim.

I accept that I have overall responsibility for health and safety and shall, so far as reasonably practicable:

- Provide a safe and healthy working environment and welfare facilities
- Ensure plant and work equipment is suitable and fit for purpose and maintained as per manufacturers guidelines
- Manage health and safety risks to prevent accidents and work-related ill health by developing appropriate risk assessments and reviewing them when appropriate.
- Provide first aid where necessary and record/report accidents in line with RIDDOR 2013.
- Communicate and consult with employees on Health & Safety matters, or with others who may be affected by our work activities.
- Safely use, handle, store and transport goods and materials.
- Provide information, instruction, training and supervision for all employees under my control.

There is no production need, competitive advantage, cost or time saving measure that is worth an injury of any kind to any person. We must have zero tolerance of any practices that could cause accidents or ill health. We have a moral obligation to our families and each other to work safely at all times.

Signed



Michael Creegan
Director

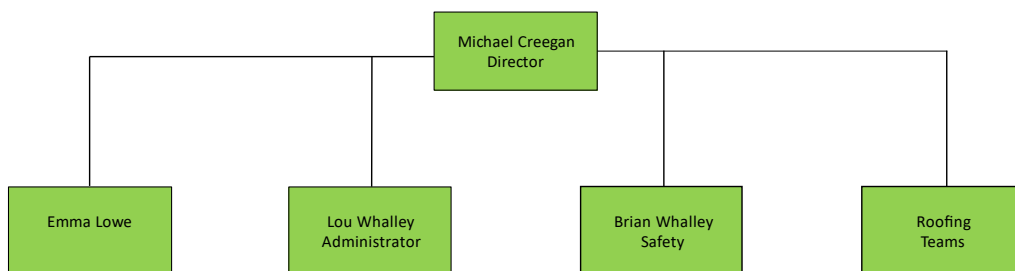
Date: 20/11/2024

This Policy Statement will be reviewed on an annual basis, unless there is a reason to review it sooner (in event of an accident, change in work process, change in legislation etc.)

Organisation Chart

This chart details the structure and various reporting levels within Expert Roofing & Guttering Ltd. All parties have the ability to make contact with any level within the organisation at any time in the interest of ensuring high Health & Safety standards are maintained.

Expert Roofing & Guttering Ltd



Responsibilities for Health and Safety

Director

The Director has overall responsibility for health and safety across all of Expert Roofing & Guttering Ltd operations. He will ensure suitable competent people are in place, along with sufficient resources, to enable this Policy to be implemented fully. He will also ensure that there is effective supervision of all workplaces and transport operations. The policy will be monitored, and improvements made to ensure it is effective. Clear direction will also be provided in respect of health and safety matters, especially covering the development of initiatives in connection with the ongoing health and safety improvements. This will ensure that there is good communication regarding health and safety within all areas of the organisation and on client sites. The Director is responsible to ensure the Reporting of Incidents, Disease and Dangerous Occurrences Regulations are complied with.

Managers / Supervisors

The Managers / Supervisors are responsible for ensuring that health and safety performance is monitored and are expected to take action to improve any relevant health, safety or welfare matter. They shall ensure that all staff under their control are aware of the requirements relevant to their role and monitor success through formal reviews. The Managers / Supervisors have a responsibility to ensure competent people are in place, including those required by relevant legislation, so that there is effective supervision of all workplaces across the company. They will ensure that sufficient resources are available to guarantee that facilities and equipment are suitable, safe and effectively maintained and will formally verify health and safety performance and communicate and monitor performance against health and safety plans, including the Health & Safety Improvement Plan. If any contraventions of health and safety rules are observed, they will take immediate action to stop any poor practice and intervene to prevent a reoccurrence and ensure a full investigation is undertaken, with any learning outcomes communicated to relevant personnel.

Skilled Employees

Expert Roofing & Guttering Ltd values the involvement of all employees and will encourage participation through consultation. Everyone is expected to take an active role in improving standards by, for example, attending health & safety meetings, contributing to health & safety improvement plans, reporting Near Miss / Hazard Alerts, carrying out risk assessments or undertaking inspections. It is the responsibility of everyone to comply with and enforce this policy and work in a safe manner in accordance with instructions, safe systems of work and training, applicable to their role. The most significant effect each of us can have on eliminating workplace accidents is by always adopting a positive health and safety attitude.

Every employee has both a moral and legal responsibility for their own and their colleagues' health and safety. Everyone is expected to demonstrate personal leadership in respect of health and safety, by ensuring that they don't walk past unsafe work practices and by advising their line manager / supervisor of any unsafe acts or conditions. All employees should be aware that their own acts and omissions can put others at risk and should never take short cuts that compromise safety.

Apprentices & New Starters

In addition to the requirements of the experienced staff, apprentices and new employees will be introduced and inducted with the contents of this policy. This process will run over the induction training program. Only when both the apprentice / new employee and Expert Roofing & Guttering Ltd are satisfied that the new employee is conversant with the requirements will they progress with specific training etc.

During induction, the apprentice / new employee is expected to remain extra vigilant when carrying out all tasks and raise any concern they have with health and safety practices within the workplace with their appointed Mentor. This will ensure that they are aware of the correct way tasks are to be performed and enable poor practices to be highlighted and actions taken to improve safety.

Arrangements for Health and Safety

Absence Management

High standards of attendance are expected of all employees. Managers must monitor and review attendance levels within the organisation. Where an employee is absent, or is likely to be absent, because of either a health condition or following an accident, consideration will be given to whether it is appropriate for them to continue to work on "light duties", if such work is available. This must not be at the expense of the wellbeing of the employee and must be arranged by mutual agreement. It should, however, be noted that returning to work on "light duties" may aid recuperation. The taking up of "light duties" may necessitate short-term modifications to the workplace and will require the employee's manager / supervisor to make regular enquiries about the employee's health.

On returning to work following absence due to either ill health or workplace injury, the manager / supervisor will undertake and document a return-to-work interview to ensure that the employee is sufficiently recovered to carry out their work safely.

Employees are responsible for reporting any absence to their manager, in line with their terms and conditions of employment, and for maintaining regular contact during any period of absence.

Accident / Incident Reporting & Investigation

All accidents / incidents, including road traffic accidents on the public highway involving injury or property damage on company-controlled operations, or injury to employees working away from base locations, must be reported via the standard accident reporting procedure. The accident book is held within the main office. Any near misses should be reported via the company's Near Miss / Hazard Alert system.

All accidents and near miss incidents shall be thoroughly investigated to establish not only the immediate causes but also the underlying reasons behind each event, thus determining what further precautions are required. All persons who carry out accident / incident investigations will be formally trained in accident reporting, investigation, and emergency procedures. Where the need for further control measures are identified, positive action will be taken as quickly as possible to ensure a recurrence is avoided.

In all cases when accidents, incidents, disease or near misses / hazards are reported, dialog and feedback must be received and given to the person who made the report. The H&S Consultant will advise and assist when, due to the nature of the accident, incident and / or injury; it needs to be reported to the HSE (i.e. RIDDOR Reportable incidents).

In the event of an accident or incident which falls under the requirement to report under RIDDOR 2013, a responsible person (usually the Director, but in his absence, his deputy) shall notify, by the quickest practicable means (online at www.hse.gov) the enforcing authorities, except for fatal & specified injuries, which shall be reported by telephone on 0345 300 9923 between the hours of Mon – Friday 08.30 – 17.00. An out of hours reporting system is available for more serious instances by telephoning the HSE Duty Officer on 0151 922 9235.

Recording Accidents & Incidents

Records of any accidents, incidents or a dangerous occurrence which requires reporting under RIDDOR & any other occupational accident-causing injuries that result in a worker being absent from work or incapacitated for more than 3 consecutive days will be documented & maintained. (Over 3-day injuries do not need to be reported under RIDDOR, unless the incapacitation period goes on to exceed 7 days). Further details can be found in the HSE leaflet INDG453.

Similarly, Near Miss incidents will also be documented & records maintained.

Records of all accidents / incidents and near misses will be produced and where possible statistical information developed to help identify trends and enable additional control measures to be introduced that minimise the risk of further incidents. This information will be reviewed at health and safety meetings & posted on notice boards.

Behavioural Safety

Management and organisational factors have a large influence on accidents and incidents, either directly or through their impact on the behaviours of employees.

Expert Roofing & Guttering Ltd will ensure management demonstrate their commitment to improving safety through the following actions.

The workforce and management talk to each other about safety
There is an increased profile of health and safety
With an increased visibility of management in the workplace
Ensuring employee engagement in safety
Managers/supervisors learn to act promptly on unsafe acts
Managers/supervisors improve their safety leadership
Managers/supervisors learn to think about aspects of human factors that may be integral to an employee's approach to safety in the workplace.

MANAGING MENTAL HEALTH AT WORK

Talking at an early stage

As soon as it is noticed that an employee is having difficulties, talk to them – early action can prevent them becoming more unwell.

If the person does not want to speak to you, suggest they speak to someone else, for example someone from your employee assistance programme, occupational health team or their own GP.

Managers should concentrate on making reasonable adjustments at work, rather than understanding the diagnosis.

If an employee goes off sick, lack of contact or involvement from their manager may mean they feel isolated, forgotten or unable to return. Managers can reduce the risk of them not returning to work by:

- keeping them informed about what is going on, including social events
- reassuring them early on and throughout their absence

Using routine management tools to identify and tackle problems or needs

Expert Roofing & Guttering completes regular work meetings, appraisals and informal chats about progress to find out more about any problems an employee may be having. We already have health and safety as an agenda item at meetings. As well as things like display screen equipment assessments for example, this could be used for stress or mental health issues. Remember, the business must protect workers and others from mental health and stress at work risks in the same way the business protects them from other health and safety risks.

If there are specific concerns about someone's health, talk about these at an early stage. Ask questions in an open, exploratory and non-judgemental way. These conditions affect people differently, so adjustments to how they work could relieve symptoms. You should be positive and supportive while exploring the issues and how you can help.

If a person has been off sick, you should discuss their return to work and reintegration into the workplace beforehand. A written plan can help. You both might want to agree when they have reached the stage of 'business as usual'. At this point, you can use existing management processes to review their performance, needs and work plan.

Supporting an employee who is tearful and upset

If an employee gets upset, talk to them, reassure them, and tell them that you will give them all the help and support available. Explain that things will go at a pace that suits them. If you are in a meeting with them, ask if they would like someone else with them.

Try to be sensitive to the level of information the person can cope with. In the middle of a crisis, they may not be able to think clearly and take in complex information. Try to stay calm yourself.

Problems can build up over time and while you may feel pressure to do something, it might be better to take some time to think about options properly. Agree with the person which issues are most urgent.

If the session is not helpful for the person or you, rearrange it for when they are less upset. If the problem carries on, you should encourage them to seek help, for example from their GP.

Ensure, if your first aid needs assessment identifies a requirement, that your first aid provision will support workers with stress or concerns about their mental health.

A much smaller number of people will experience more severe anxiety or depression. These can be associated with episodes of 'mania', which can include:

- extreme, heightened activity
- psychosis
- loss of touch with reality
- hallucinations
- distortion of the senses

In these rare instances, an employee may behave in ways that impact on colleagues or clients and you should keep your responsibilities for all employees in mind.

Take the person to a quiet place and speak to them calmly. Suggest that you could contact a friend or relative or that they go home and contact their GP or a member of their mental health team, if appropriate. You may be able to make an appointment and go with them to the surgery, if they want you to.

FATIGUE AT WORK

Fatigue refers to the issues that arise from excessive working time or poorly designed shift patterns. It is generally considered to be a decline in mental and/or physical performance that results from prolonged exertion, sleep loss and/or disruption of the internal clock. It is also related to workload, in that workers are more easily fatigued if their work is machine-paced, complex or monotonous.

Expert Roofing & Guttering normal hours of attendance are 45 hours per week from Monday to Friday and between the hours of 07.30 and 16.30. This leaves evenings and weekends free for employees to spend at home with their families.

Fatigue needs to be managed, like any other hazard

Do not underestimate the risks of fatigue. the incidence of accidents and injuries has been found to be higher on night shifts, after a succession of shifts, when shifts are long and when there are inadequate breaks.

Expert Roofing & Guttering Ltd will manage risks from fatigue, irrespective of any individual's willingness to work extra hours or preference for certain shift patterns for social reasons. Compliance with the Working Time Regulations alone is our aim but changes to working hours need to be risk assessed and discussed with individuals to ensure there are no issues causing over tiredness or impacting unduly on home responsibilities.

The policy will be monitored and enforced. This will be via our robust system of recording working hours, overtime and on-call working

Staffing levels are paramount if a healthy work/life balance is to be maintained.

Code of Conduct

All staff engaged by Expert Roofing & Guttering Ltd will be issued with and acknowledge receipt of the Code of Conduct. This code shall be always followed. It details the minimum requirements when working for Expert Roofing & Guttering Ltd

Company Meetings and Reports

Health and Safety shall be the first agenda item at all company meetings. This will provide an opportunity to discuss health and safety alongside other business matters, ensuring that policy decisions are made that best suit the business.

All meeting reports shall contain relevant health and safety information to ensure that matters are recorded and communicated throughout the organisation.

Compliance with the Construction (Design & Management) Regulations

Prior to any activities which would come under the requirements of the CDM Regulations, the company will consult with the client and take advice from the H&S Consultant to ensure all requirements under the Regulations are complied with.

Where required structured pre-construction information / tender documentation will be produced. When the contract has been awarded this document will be developed to add further site-specific areas to ensure the project is managed in a safe and planned manner. The document will include clear and concise instructions and guidance to ensure all foreseeable hazards on site have effective control measures. During all stages of the life of any project and associated health and safety documentation there will be effective consultation and communication with all relevant parties.

Suitable training is provided for all those staff who supervise and / or manage contracts for Expert Roofing & Guttering Ltd, ensuring they are conversant with the requirements of the CDM Regulations and can effectively discharge their duties to manage such contracts.

Concerns, Complaints and Protection

A complaints procedure is in place to ensure employees views are respected and acted upon.

Consultation with Employees

It is important that the health and safety interests of all employees are represented. The company does not hold a formal committee style meeting structure, however, does operate an 'Open Door' Policy & all staff have opportunities on an ongoing basis to raise health and safety concerns.

In addition, daily pre-start meetings and regular toolbox talks are undertaken, and these platforms also present an opportunity for positive consultation with all employees.

Control of Substances Hazardous to Health

The company acknowledges its obligations to control exposure to hazardous substances and prevent ill health by complying with the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

Expert Roofing & Guttering Ltd maintain a register and Material Data Sheets of all hazardous substances used during any work process.

The Director is responsible for identifying all substances which require a COSHH assessment. All harmful substances used in the operations undertaken by Expert Roofing & Guttering Ltd are subject to a COSHH assessment, prior to their use, and the assessment is reviewed by those who handle/use the substances, under the guidance of The Director, and following full instruction and training.

The assessment process shall take into consideration storage, handling, usage, exposure, PPE requirements, employee's health and emergency procedures. Wherever possible, harmful substances are replaced by alternative less harmful, inert products.

All staff receive information, instruction, training and supervision and the precautions required when handling potentially harmful substances. If it is necessary for employees to wear PPE, full instruction in its use is given (See separate section covering PPE within this Policy)

The register, along with Data sheets are held at head office.

Some substances that the company use could give rise to skin irritation. The company therefore carries out training sessions to highlight the importance of skin hygiene, the requirement to follow all instructions on the supplied MSDS sheets & accompanying COSHH Assessments & the requirement to wear the appropriate PPE.

Contact dermatitis is the most common type of occupational skin disease. It is defined as inflammation of the skin resulting from exposure to detergents, toiletries, chemicals, and even natural products. Prolonged or frequent contact with water (often termed wet work) can also cause it.

The signs and symptoms of dermatitis are dry, red, and itchy skin, followed by flaking, blistering, crusting, cracking, swelling and pain.

Expert Roofing & Guttering Ltd operate the following procedures to prevent dermatitis:

Use the APC (**Avoid, Protect, Check**) approach to reduce or control the risks:

- **Avoid** contact with materials that cause these conditions where possible – substitute by replacing a hazardous material with a safer alternative or use mechanical handling rather than hands.
- **Protect** the skin – wear the correct PPE & make use of barrier creams. Store PPE correctly & replace as necessary.
- **Check** for early signs of dermatitis & report any symptoms immediately.
- **Attend briefings & daily meetings** – and follow controls on risk assessments

Drugs, Alcohol & Smoking

All staff are made aware of the content of the Drug & Alcohol Policy. The Policy is designed to promote a culture in which drug and alcohol abuse is eliminated, thus ensuring the safe and efficient running of the business and reducing the risk to the health and safety of employees or third parties.

Expert Roofing & Guttering Ltd does not permit smoking on company premises, in company vehicles or at client premises.

Electrical Work

The company shall comply with The Electricity at Work Regulations 1989 and all electrical work carried out shall be undertaken by trained, competent personnel. A Permit to Work will be completed prior to work commencing. Those who are involved with the issue of permits will have completed suitable training to ensure the process is fully completed.

All portable electrical equipment shall be identified on an Electrical Equipment Register and shall undergo 6 - 12monthly PAT Testing. Records shall be maintained. All staff shall receive information, instruction, training and supervision in pre-user checks of electrical equipment. All tool voltage shall be reduced to 110v, or battery powered tools shall be used.

Emergency Procedures & First Aid

Risk Assessments for the company's operations must consider potential emergency situations and be used to determine the range and extent of emergency plans required for the company's undertakings.

Emergency procedures are in place and are designed to assist people in responding quickly and efficiently should any serious incident occur. The risk assessments and emergency procedures shall be used to determine the requirements for emergency drills and specific training.

Emergency procedures shall include the full address of the site, contact numbers for key members of the management team and local emergency services and shall be prominently displayed.

The company recognises its obligations under the Health & Safety (First Aid) Regulations 1981 and understands that the provision of suitable first aid provision & training may reduce the impact of an accident. Appropriate first aid provision shall be always in place at head office and additionally considered when planning contracts on client locations. Dependant on the hazards connected to the contract, its duration, and its location to emergency services, first aid requirements will be decided and made available. The company has a number of trained first aiders to help ensure suitable first aid provision is available. First aider location will be communicated through the general notice board and site inductions and meetings. All company vehicles carry first aid boxes. The checking of the contents is conducted during the vehicle inspections linked to the scheme of inspection.

Fire Prevention

Head Office and the lock up have been subjected to a fire risk assessment with actions taken to ensure fire hazards are kept to a minimum. All employees shall be involved in the assessment detail and the need to comply with any actions to prevent a fire developing.

Employees involved in Hot Work activities will undergo specific training and will always comply with the preventative measures. Only when engineers have received instruction and training, will they be allowed to complete hot work activities.

Health Care and Monitoring

A health questionnaire is completed by all new employees prior to them commencing work. The questionnaire is reviewed to ensure the new employees general state of health does not put their safety at risk or put others in danger.

All employees are made aware of the content of the Drug & Alcohol Policy. The Policy is designed to promote a culture in which drug and alcohol abuse is not permitted ensuring that employees' use of either drugs or alcohol does not impair the safe and efficient running of the business or result in risk to the health and safety of themselves, other employees and third parties.

In line with the scheme of inspection, equipment which could potentially create harm to health will be inspected and reviewed in line with the manufacture's recommendations and statutory requirements. This will include health concerns related to noise, dust, fumes and vibration.

Engineering methods will be implemented to reduce levels below statutory limits where possible. Where levels still pose a hazard to health, warning signs will be posted, job rotation implemented if practicable and personal protective equipment will be issued and its use enforced to protect any person using the machinery and/or persons in the vicinity from harm.

During the replacement of any machinery and tools both the noise energy and vibration levels will be considered during the purchasing process. This will help reduce levels for future purchases and limit exposure to employees and third parties.

Health and Safety Information

Relevant Health & Safety information will be circulated to all employees.

The Director shall ensure that all relevant health and safety information is circulated to employees.

A Staff Handbook is available, kept up to date, with reissues circulated as and when required. This will help all employees understand and discharge their responsibilities. All new members of staff are issued with a copy of the handbook during the first day induction into the business.

Hot work activity checklist

Expert Roofing & Guttering Ltd operate a formal hot work procedure. No hot work will commence unless the procedure has been fully implemented. Formal confirmation that the checklist has been completed by all persons involved in the hot work, confirming acceptance that the safety measures are implemented, is required before hot work commences. Training covering the procedure is included within the induction process and at regular intervals in line with the company's training matrix.

Inspections, Monitoring, Audits and Defect Reporting

A framework of maintenance and inspection schemes to monitor health and safety standards and promote preventative maintenance has been implemented. The extent of the schemes shall depend upon the nature of the site / equipment, the hazards and level of risk and statutory requirements e.g. Provision and Use of Work Equipment Regulations. The exact scope and frequency of inspections is determined and documented in formal written schemes. The schemes include the necessary statutory inspections. These are reviewed periodically to ensure that they remain comprehensive and effective. Inspections are carried out by people who are competent by virtue of their training and experience.

Records are kept detailing items listed on the various registers and frequency of inspection, together with plans for the remedial work to be carried out.

Safety Inspections & reviews are carried out at regular intervals to ensure safe working practices are being adhered to.

Lifting Equipment

Expert Roofing & Guttering Ltd recognises its obligations to comply with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and employs an internal assessor to ensure that all lifting appliances and lifting gear are properly maintained / inspected, marked with an identification number and safe working load. Records are maintained accordingly. All lifts will be formally planned by competent contractors if required and training for banks man duties, sling / rigging selection, harness fitting and use etc is completed for relevant employees.

Manual Handling

The Manual Handling Operations Regulations 1992 require the company to:

1. **AVOID** manual handling operations so far as is reasonably practicable.
2. **ASSESS** the risks from any hazardous manual handling that cannot be avoided.
3. **REDUCE** the risk of injury from hazardous manual handling, so far as is reasonably practical, by the introduction of control measures.

The Director is responsible for identifying manual handling operations and assessing all significant risks to employees. Measures are implemented to eliminate manual handling operations where practicable and any remaining risks are reduced to their lowest level, by the introduction of control measures. These include reducing weights, reducing the frequency of handling loads, increasing the numbers of employees to handle loads, automating or mechanising the activity and by the selection of appropriate persons to carry out the activity. Appropriate employees are those who have received appropriate training, are competent and possess the physical attributes in terms of age, physique, and health to undertake the task.

All employees shall receive information, instruction, training, and supervision in manual handling tasks. The training shall cover the requirement of employees to consider the **TILE** approach to assessing risks associated with manual handling activities.

TASK (e.g. Repetitive handling, moving loads to/from different levels etc)

INDIVIDUAL (e.g. age, gender, physical capability, existing medical conditions, level of training etc),

LOAD (e.g. Size, shape, bulky, stable etc),

ENVIRONMENT (e.g. Floor surface, cramped conditions, housekeeping, route etc)

Training shall also include avoiding moving heavy loads manually and cover kinetic lifting techniques (i.e. using the body's natural movements to the advantage of manual handling operations) and the use of appropriate PPE.

Prior to moving any load, Expert Roofing & Guttering Ltd expects that all employees carry out a Manual Handling Assessment of the risks to themselves & others, from manual handling of loads. They are expected to: -

- a) Avoid hazardous manual handling operations so far as is reasonably practicable (this may be to automate or mechanise the activity)
- b) Assess any hazardous manual handling operations that cannot be avoided
- c) Reduce the risk of injury so far as is reasonably practicable by the introduction of control measures.

Management of Asbestos

The overriding rule is that no employee of Expert Roofing and Guttering Ltd will work where asbestos is located until a full assessment of any associated dangers has been established and a safe method of work agreed.

The company recognises that roof workers may encounter or disturb several materials containing asbestos. Expert Roofing & Guttering Ltd is not a licensed remover of asbestos but considers their staff competent to identify potential substances which may contain asbestos. If such material is found and is within the work area the work will be suspended (and ERG management notified) until the actual make-up of the material is known and any relevant precautions are implemented.

Ideally the Client will have completed an asbestos survey and have a management plan identifying asbestos within the premises / work area. The plan will be consulted before any further actions are taken. If asbestos is to be removed this will only be completed by a licensed asbestos remover.

The pre-job assessment includes an item for the identification of material containing asbestos, acting as a 'back stop' for the identification of suspect substances. Training has been undertaken to assist with the identification for materials which may contain asbestos, with Asbestos Awareness refresher training completed annually.

Occupational Health Hazards

It is the company's intention to provide workplaces which are free from occupational hazards.

All employees are asked to complete a Health Questionnaire, on commencement of employment with the company. This is to ensure that the employees state of health cannot be adversely affected by undertaking their expected work activities.

Through the risk assessment process, the company will determine whether occupational health hazards are present. If so, then controls will be instigated to eliminate / reduce potential adverse health effect to employees.

Health Hazards

- **Noise** – Employees are not exposed to excessive noise.
- **Vibration** – the use of vibratory tools is very minimal and therefore HAVS is not identified as being a risk to our employees.
- **Respiratory** – Employees sometimes work with substances that give off fumes. Suitable control measures are identified during the risk assessment process, introduced, enforced and monitored.
- **Lead** – Wherever possible, lead-free substitute material are used if replacing original lead. If this is not possible, if working with lead flashing, a COSHH assessment is undertaken to ensure all required controls are in place. The minimum precautions are that employees always wear gloves when handling lead and dust masks when cutting / sawing/ filing products made of, or containing, lead.
- **Silica** – Employees are sometimes expected to cut roof tiles, which may expose them to silica dust. All persons who may be affected are to attend a toolbox talk, to inform them of the dangers of silica and to ensure suitable controls are in place to reduce the risks to a minimum. Current precautions include performing the task away from other persons, the wearing of FFP3 dust masks when performing tile cutting, using a vacuum or water to suppress dust, wearing protective clothing, washing hands & face after performing activity & always before eating and drinking. Face fit testing will also be undertaken to ensure the optimum level of protection is provided. All recommendations from the HSE publication "Control of exposure to silica dust" are always followed.
- **Bitumen** – Employees sometimes use bitumen. A COSHH Assessment will be undertaken and brought to the attention of all employees who handle / use bitumen so that suitable control measures are identified, enforced and

monitored. All persons who may be affected are to attend a toolbox talk, to inform them of the dangers of bitumen and to ensure suitable controls are in place to reduce the risks to a minimum.

- **Glues & Solvents** – Glues and silicone are used. A COSHH Assessment will be undertaken of all substances and brought to the attention of all employees who handle / use the substances so that suitable control measures are identified, enforced and monitored.
- **Biological Hazards** – Employees may sometimes need to enter roof spaces which could potentially expose them to bird droppings or rat urine. Entering a roof space will always be as a last resort, however if required to do so, employees will wear protective clothing, gloves and dust masks and will wash hands & face after performing the activity & always before eating and drinking. Additionally, all employees are advised to have an up-to-date tetanus immunisation.
- **Dermatitis** – Employees are occasionally exposed to substances that could give rise to skin irritation. The company therefore carries out training sessions to highlight the importance of skin hygiene, the requirement to follow all instructions on the supplied MSDS sheets & accompanying COSHH Assessments & the requirement to wear the appropriate PPE.
Contact dermatitis is the most common type of occupational skin disease. It is defined as inflammation of the skin resulting from exposure to detergents, toiletries, chemicals and even natural products. Prolonged or frequent contact with water (often termed wet work) can also cause it.

The signs and symptoms of dermatitis are dry, red and itchy skin, followed by flaking, blistering, crusting, cracking, swelling and pain.

The company operates the following procedures to prevent dermatitis.

Use the APC (**Avoid, Protect, Check**) approach to reduce or control the risks:

Avoid contact with materials that cause these conditions where possible – substitute by replacing a hazardous material with a safer alternative or use mechanical handling rather than hands.

Protect the skin – wear the correct PPE & make use of barrier creams. Store PPE correctly & replace as necessary.

Check for early signs of dermatitis & report any symptoms immediately.

Attend briefings & daily meetings – and follow controls on risk assessments.

- **Working hours / shift work** – Employees do not work excessive hours or work shift work.

Personal Protective Equipment (PPE)

The Company acknowledges its obligations under the Personal Protective Equipment at Work Regulations 1992 and seeks to ensure that where the risks cannot be controlled by other means, personal protective equipment (PPE) is correctly selected and used.

All necessary items of protective equipment are supplied, and its use enforced. A core list of standard PPE has been developed to endeavour to provide the best possible and most suitable equipment for the hazards connected to the company's operations. During the assessment and selection of PPE, consideration is given to the engineering measures to negate the need for PPE. Where this is not possible training in use, maintenance procedures, storage arrangements and the replacement procedure for damaged and/or worn equipment is clearly explained.

Records of PPE issue along with training, maintenance, storage and replacement are maintained.

Planning for Improvement

Health and safety planning are critical in improving standards and business performance. A formal Health and Safety Improvement Plan is being developed and will be produced on an annual basis. It is established following full consultation with employees. The Director is responsible for ensuring that the items on the plan are adequately resourced and shall monitor progress monthly. Items listed on the health and safety improvement plan are also generated from risk assessments, audits, inspections, near miss reporting, etc. The plan includes clear objectives and targets and aims to minimise hazards, control risks and reduce accident rates on an ongoing basis.

New statutory requirements will be considered during the planning process.

Risk Assessments

The company understands that the most important tool in managing health and safety is risk assessment and follows the 5-stage approach to managing risk:

1. Identify the hazards.
2. Identify who could be harmed and how.
3. Evaluate the risk.
4. Record significant findings.
5. Monitor & review the risk assessment.

All levels within the business are involved in the risk assessment process covering all relevant activities. Assessments cover all generic and contract specific hazards, with associated risks identified and subsequent control measures being suitable and sufficient. All employees will receive training in hazard identification and risk assessment. The assessment process will include a review of all relevant statutory requirements.

The company operates a COSHH assessment process linked to the general risk assessments. As part of this process there is a list of substances held along with manufacturer data sheets. This information is converted into assessments which are reviewed by all persons who handle / use the substances. (See above)

Completed risk assessment forms, including significant findings, will be brought to the attention of all relevant people, through discussions at health and safety meetings, by posting on site notice boards and by the generation of pre-job risk assessments, which are completed for all contracts. Prior to any new contract commencing the generic assessments will be reviewed and where required specific assessments created. This process forms part of the Pre-Job Risk Assessment process. If the conditions and work practices are covered and controlled by the measures within the generic assessments, the job can commence. If other hazards are present, the job will not commence until the hazards are controlled to an acceptable level.

It should be noted that generic risk assessments are a 'blueprint' of expected standards but are not prescriptive and a Pre-Job Risk Assessment must always be completed prior to every contract commencing.

Similarly, Method Statements provide the stages of the work and general safety principles to be applied when undertaking a specific task and will be supported by risk assessments that must be relevant to the site and activities being undertaken. Prior to all required work activities, the method of work and the findings of associated risk assessments will be communicated to all those involved in and, where applicable, who may be affected by the works and a formal confirmation of understanding will be completed.

Risk assessments shall be reviewed if there is any reason to suspect that the original assessment is no longer valid, such as a change in process, staff, working conditions, for a new contract etc, or following an accident or reported near miss / hazard. In addition, they shall be formally reviewed at least once every 12 months. All persons involved in the risk assessment process will formally confirm their involvement on the individual assessment sheets.

Safe Systems of Work (SSOW) and procedures for Operation

SSOW and Procedures covering key hazard areas are in place / being developed (e.g. working at height, hot working, lifting and handling loads, health hazards). They are compiled following full consultation with those employees involved in the tasks and identify the expected performance requirements when working for the company.

Confirmation of involvement is recorded on each document.

Statutory Duties & Inspections

Expert Roofing & Guttering Ltd will comply with all relevant statutory duties and inspections. The full register of requirements is in place and continually monitored, ensuring all items and areas are covered. The register includes time scales to ensure maximum time periods are not exceeded and that items identified from inspections are closed out and signed off.

Stress Management

The organisation recognises the importance of reducing work related stress. It is the company's intention not to create work patterns that have the potential to create stressful circumstances. If, however situations arise which cause personal issues, e.g. pressures of work, contact with clients, home life issues etc, this should be discussed with Michael Creegan and/or Emma Lowe. All instances will be treated with the utmost confidentiality and assistance will be given where required.

Training - On Induction

All new employees will receive safety training to ensure safe methods of working are adopted at all times. Training will commence on day one and will consist of a formal written programme that takes into account the individual needs of the employee and the specific job role.

The duration of the induction training programme will vary dependent on the individual and the complexity of the tasks. The duration will be sufficient to ensure that the employee or others are not put at risk.

In particular specific requirements shall be put in place if young / inexperienced employees are recruited. After a predetermined period the induction shall be formally reviewed and assessed, to ensure full understanding of procedures and areas/items discussed.

Ongoing Training

All Directors and Managers / Supervisors will attend relevant health and safety training courses to ensure they are familiar with current requirements and practices.

Training needs for all personnel shall be formally identified on an individual training matrix and reviewed on an annual basis. Training and development programmes will help ensure that all employees are competent for their job role.

Up to date training records shall be kept which shall also include details of National Vocational Qualifications, Continuing Professional Development and other competency-based assessments as required.

Specific Training

Specific training will be given, along with a period of assessment to ensure competence, e.g. operating MEWPS, Drones, First Aid, Slings and Lifting, etc. Only when employees have successfully completed the program will they be deemed competent and certificated accordingly.

Transport, Driving & Mobile Phones

Expert Roofing & Guttering Ltd provide suitable vans etc to be used on company business. To ensure they are in a road worthy condition and all essential equipment is being carried, vehicle inspections will be completed. All employees will be asked to provide proof and a copy taken every 6 months of their driving licence.

Mobile phones must not be used whilst driving any company vehicle whether answering / making calls, text messaging etc. Employees can only receive calls when using an approved hand free system and then conversations must be kept to a minimum. People making calls to mobile phones are responsible for encouraging compliance with these Standards by checking in the first instance that it is safe for the driver to receive the call. This prohibited use of mobile phones also extends while operating hazardous equipment or machinery or whilst working at height.

Welfare

In accordance with the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992, the company will endeavour to provide workplaces with adequate provision for ventilation, temperature, lighting, sanitary conveniences and washing facilities. These facilities will be maintained in a clean and tidy condition, although it is everybody's responsibility to aid the cleaning process by leaving areas in a condition, they would expect to find them themselves. Welfare facilities are provided at Head Office and it is the company's intention to arrange welfare cover from the outset of every contract.

Whistleblowing

If an individual knows or suspects that some wrongdoing is occurring within the organisation, they should raise the matter immediately with the relevant manager. If the individual does not know who to approach, they should, in the first instance, talk to their line manager and/or H&S Consultant.

Although this list is not exhaustive, examples of situations in which it might be appropriate for an individual to report a wrongdoing include:

1. A breach, or potential breach, of health and safety legislation
2. financial irregularities
3. harassment of a colleague, customer or other individual
4. damage to the environment
5. the committing of a criminal offence
6. an act of bribery
7. deliberate concealment of any of the above

Any individual who supports whistleblowing, as above, will be protected from suffering any detriment in relation to the allegations that are made, including victimisation, discrimination etc by the organisation or by colleagues.

Work Equipment

All work equipment (including electrical equipment) used at work, as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations, the Electricity at Work Regulations 1989, The Lifting Operations and Lifting Equipment Regulations 1998 and other relevant legislation.

Before new equipment is introduced into the working environment, an assessment will be made by the Director, Managers / Supervisors, along with the staff using the equipment to ascertain that the equipment is suitable for its intended use.

The Director will ensure that proper maintenance of all work equipment is conducted and recorded in line with the scheme of Inspection and no employee will use work equipment until they have received specific training. Training shall include the instruction that any guarded equipment shall not be used without the guards being in place, that pre-use checks are performed on all portable electrical equipment and no employee will knowingly misuse work equipment.

All work equipment will be maintained and inspected at suitable intervals internally by a competent person as detailed within the scheme of inspection. All inspections will be formally recorded in line with the scheme's requirements.

All portable electrical equipment will be suitable for the task to be performed and inspected and tested by a competent person. Details are recorded in line with the scheme of Inspection.

If any faults or damage is found on any equipment, the equipment must be immediately withdrawn from service and the fault reported to a Manager / Supervisor.

Working at Height

The Company recognises its obligations under the Work at Height Regulations 2005, to ensure that all work at height is properly planned, supervised and performed safely.

As a roofing contractor, the company will provide suitable access equipment and safe systems of work will be followed in line with the Work at Height Regulations and the HSG 33 Health and Safety in Roof Work Guidance document. All work will be fully risk assessed, with appropriate safe means of working provided

If any working at height activities are being carried out, there will be no access to unauthorised persons below & the area will be securely barriered off to prevent access to the general public / unauthorised persons. All persons carrying out roof works will be competent & experienced in that activity & wear the appropriate PPE, as dictated in the Risk Assessments.

If work cannot be carried out safely from ground level, then tower scaffolding, scaffolding or other suitable access equipment such as mobile work platforms will be utilised. MEWP operations will only be undertaken by IPAF trained operatives. Scaffolding will only be erected by competent personnel and statutory inspections will be completed.

Ladders must not be used as a work platform unless footed and / or tied off and only for work of short duration and three points of contact are always maintained.

Personal Protective Equipment (harnesses, lanyards etc) will be used whenever platforms are in use and are regularly inspected and tested by a competent person. Persons using such equipment shall have been trained in their safe use.

Equipment is examined on a regular basis and records maintained. If any defects are discovered, they are rectified immediately, or the item is taken out of use until repaired/replaced.

An emergency rescue procedure will be established and drilled by all affected operatives, before any roof work is completed, to ensure any person who has the potential to fall, can be rescued in the safest possible manner.

The following seven steps will be followed during surveys and pre-job assessments where working at height cannot be avoided.

Safe Work at Height - seven steps

1. Assess the risk and decide how to work safely.
2. Follow the hierarchy for safe work at height:
 - (i) **Avoid** (e.g. design out the need to work at height; can the task be undertaken from the ground using extending poles?)

- (ii) **Prevent** by using an existing place of work at height (e.g. a permanent structure such as a flat roof or gantry with fixed guard rails and safe means of access/egress)
- (iii) **Mitigate** by minimising the distance and consequences of a fall.
- (iv) **Give priority to collective protective measures** which protect more than one person (e.g. tower scaffolds, Mobile Elevating Work Platforms)
- (v) **Prevent the risk of falls using personal work equipment** (e.g. work restraint Systems which make it impossible to get to a fall position shall be given priority over fall arrest systems which do not prevent a fall but minimise the consequences)

3. Plan and organise work properly, taking account of weather conditions and the possibility of emergencies.
4. Ensure the competence of those working at height, including those planning and managing activities involving work at height.
5. Select and make use of appropriate work equipment.
6. Manage all risks associated with work at height including risks from working on or around fragile surfaces and from falling objects.
7. Inspection and maintenance of the work equipment to be used and inspection of the place where the work will be carried out (including access and egress routes).

Closing Statement

Everyone within Expert Roofing & Guttering Ltd are responsible for helping to achieve the aims and standards within this Policy and together must ensure zero tolerance of any practice that could result in accidents and ill health. Please remember that we are not expected to put ourselves at risk and that the requirement to work safely is a condition of employment.

There is no reason for working in an unsafe manner and we must remember our moral obligation to our families and each other

Employee Name:

Signed as read, understood and agreed:

Date of signing: