



COMPANY POLICY DOCUMENT
ON
HEALTH, SAFETY, WELFARE
&
THE ENVIRONMENT

Issue No.	7
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Review Date	May 2021

REVISION	DATE
Review and re-format of existing policy on appointment of Hudson Health & Safety Services	April 2015
Annual review of whole document to include: Addition of 'Monitoring, Audit and Review' in Preliminary Procedures Section	May 2016
Change of the RIDDOR reporting telephone number to 0345 300 9928	May 2016
Review of whole document to include:- New user friendly format of Policy Addition of Mobile Phone Use and new laws in Use of Company Vehicles and Driving at Work section	May 2017
Review of whole document to include:- New Sustainability Policy Statement New Anti-Bribery Policy Statement Amend final paragraph in 'Accident, Incident and Ill Health Reporting' to read 'however, in order to ensure that this company has fully complied with legal requirements, the Director will obtain a copy of the RIDDOR report'.	May 2018
Review of whole document to include the following changes: Amend Policy on Smoking to include e-cigarettes Add Policy Statement on Work Related Stress Remove section titled Stress at Work (this has been replaced with Policy Statement on Work Related Stress) Add Data Protection Act 2018 to legislation table	May 2019
Additional of Road Rage Incidents to Company Vehicles section	October 2019
Annual review of whole document to include the following: Addition of Anti-Slavery Policy Statement Accident, Incident and Ill Health Reporting – addition of a note stating COVID 19 is reportable under RIDDOR	May 2020

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POLICY STATEMENTS

DIRECTORS STATEMENT OF INTENT

It is the objective of CSS Pest Services Ltd to ensure that it satisfies its duties under the Health and Safety at Work etc. Act, 1974 and other pertinent legislation and achieves the highest possible standards with regard to health, safety and the environment in all of the Company's activities.

As Director responsible for safety, it is my responsibility to ensure that the Company's Policy is implemented and to allocate sufficient resources to provide and maintain safe and healthy working conditions, suitable equipment and systems of work for all employees; and such information, instruction, training and supervision as is needed for this purpose.

The Company will promote and encourage safe working attitudes by active participation from ALL employees, and accepts responsibility for the health and safety of persons other than its own employees who may be affected by its work activities.

The Policy, Organisation and Arrangements sections of the Health, Safety, Welfare and Environmental Policy define the key areas that help to maintain the Policy.

Employees are reminded of their responsibilities under the Act, which are as follows:

To take reasonable care for the health and safety of themselves and to other persons who may be affected by their acts or omissions;
To co-operate with the company in meeting all its statutory requirements;
To observe the provisions of the Act wherever applicable to themselves or to matters within their control;

This Policy will be reviewed on an annual basis unless statutory regulations require an immediate amendment.

The Company has an excellent health and safety record and I stress the need for all Directors, Managers and Employees to help to maintain this record by supporting the Health and Safety Policy and by striving to eliminate any foreseeable losses which may result in personal injury or illness, damage to property, fires or security losses.

SIGNED

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', is written over the 'SIGNED' text.

Jason P Cholerton CSPC
Technical Director

Date May 2020

ENVIRONMENTAL POLICY STATEMENT

CSS PEST SERVICES provides a wide range of pest services to commercial, residential and agricultural customers. We are a company proud of our continuing development and improvement and our ability to satisfy our clients' needs.

CSS PEST SERVICES acknowledges the need to conduct its business in a manner that is consistent with protecting both the global and local environment. It will commit the necessary financial and personnel resources to fulfil the company's commitment to improving the environment and preventing pollution in line with this environmental policy.

The Technical Director takes full responsibility for the environmental performance of CSS PEST SERVICES and signs this policy in acknowledgement of this responsibility and commitment and is responsible for implementing and monitoring the overall environmental strategy.

CSS PEST SERVICES is committed to protecting the environment by complying with all relevant UK and EU legislation and regulatory provisions, and to meeting appropriate national standards.

CSS PEST SERVICES is committed to using materials, equipment and procedures that pose the least risk to the environment, both on its own and its clients' premises. Environmental principles will be adopted for purchasing consumables, minimising wastes, efficient use of energy and water, and ensuring that wastes are recycled wherever practicable and disposed of appropriately.

CSS PEST SERVICES will follow the principles of ISO EN 14001 in the management of those aspects of the business that have environmental significance including:

- meeting applicable Government guidelines, regulations, standards and codes of practice appropriate to our business;
- to continually seek to reduce our environmental impact with regard to the use of natural resources (power, lighting, heating and water), pollution and waste;
- to set environmental objectives and targets seeking improvement, monitoring progress and adjusting plans accordingly following management review.

CSS PEST SERVICES will endeavour to positively influence clients and the public towards environmental excellence.

All CSS PEST SERVICES employees are given information on environmental awareness and its importance in maintaining and improving environmental performance. Initiatives that are being pursued internally include use of recycled paper, using up old stationery for internal use, double sided photo copying and re-use of envelopes. Energy wastage is minimised by ensuring that lights are switched off when leaving rooms, heating is properly controlled, and water taps are switched off and not running or dripping. CSS PEST SERVICES are also committed to using pesticide materials and equipment based on environmental risk assessment.

CSS PEST SERVICES encourages the efficient use of transport to both optimise the utilisation of fuel and minimise emissions to the environment and has a preference for vehicles with low CO² emissions.

The company will take into account any audit findings, changes in legislation, advances in scientific and technical knowledge and changes in organisational and industrial factors.

CSS PEST SERVICES will monitor and review environmental performance on an annual basis.

Signed:

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', is written over the 'Signed:' text.

Jason P Cholerton cspc
Technical Director

Date May 2020

EQUAL OPPORTUNITIES POLICY

Our Company is an equal opportunities employer.

The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origins; sex, sexual orientation or marriage status; or disability. Nor will they be disadvantaged by conditions or requirements which are not justified.

Recruitment, Promotion and Training

Selection criteria and procedures will be reviewed regularly to ensure that individuals are selected, promoted and treated on the basis of their merits and abilities. All employees will be given equal opportunity, and where appropriate, training to progress within the organisation.

The Company encourages applications from women, ethnic minorities and the disabled in areas where they have been previously under-represented.

The Company will advertise vacancies as widely as possible.

Monitoring of our Equal Opportunities Policy

The person responsible for making sure that this policy works in practice is the Director. Any employee who feels they have not been fairly treated in terms of this policy should contact him.

Racial or sexual harassment within this company will be considered a disciplinary offence.

Signed

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', written over a faint horizontal line.

Jason P Cholerton cspc
Technical Director

Date May 2020

QUALITY POLICY

CSS Pest Services Ltd primarily provides Pest (General) & Bird Control Services and other associated services within the Domestic and Commercial sector.

The company's objective is to provide professional services, capable of meeting client specifications and requirements compliant with prevailing legislation and within agreed service levels. To achieve this, the company operates to stringent quality procedures.

It is the Companies intention to continually strive for improvement in line with the principles of this policy and objectives set against the said principles.

The Quality Policy is based on three fundamental principles;

The definition of quality as confirming to requirements, having identified very carefully the needs of our clients, our applicants and our own systems.

The quality management system concentrates on prevention, looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.

The quality of service provision is based on the principle of everyone understanding how to do his or her job to the standard required, and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying client and applicant requirements and for ensuring that correct procedures and adhered to in order to meet the requirements.

Objectives needed to ensure that requirements of this policy are met and that continual improvement(s) are maintained in line with the spirit of the policy, will be set, determined and monitored at Management Reviews.

The quality policy principles and related objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve quality policy objectives.

CSS Pest Services task is to meet and exceed its customer's expectations and become their preferred provider of quality services for pest (general) and Bird control services.

This will be achieved by:

- The use of industry recognised qualified and competent personnel
- Regular Training (Both internal & external)
- Health & Safety compliance
- Maintaining a High Standard of Customer Service
- A Service that is viewed as value for money

To meet this commitment, the company will operate under the control of a Quality Management System that has the elements to meet the requirements of ISO 9001:2015.

It is the company's objective to implement this Quality Policy continuously and to demonstrate its commitment to the elements ISO 9001:2015 Standard. Our commitment is to be completed through registration (in the next 12 months) and annual review.

CSS Pest Services is committed to meeting customer and regulatory requirements and to continually improving the effectiveness of the Quality Management System. The company recognises that achievement of quality depends upon the competence, commitment and contribution of all its employees. To facilitate this, everyone is made aware of the procedures and standards that form the company management system and are encouraged to contribute to its continuing improvement.

It is the company's belief that, in applying these standards, it will be able to meet the requirements of its customers and industry.

This policy shall be reviewed annually and whenever necessary.

Scope of Policy

This policy applies to all aspects of the company's processes. All employees are required to comply with this policy when conducting day-to-day operational processes.

Quality Assurance Policy

CSS Pest Services Ltd is committed to:

Develop effective and compliant processes and procedures
Measure and continually improve processes and procedures
Enhance Client and Candidate satisfaction by introduction of Satisfaction Surveys for Job works above a value of £1000.00 + VAT.

Authority & Responsibilities

All CSS Pest Services employees are responsible for quality on a day to day basis and ensure that effective processes are implemented, audited and maintained.

The Office Manager is responsible for promoting awareness of the level of customer satisfaction and monitoring and analysing the feedback from customers.

Management Reviews & Internal Audits

Technical Director is to conduct 2 internal quality audits per annum. The internal audits ensure that CSS Pest Services management and staff:

Adhere to company, legislative and client specific procedures.

Ensure the effectiveness of service delivered to clients and workers.

The internal audit documents will clearly identify the content of an audit and how a result will be determined.

Further to the completion of the audit, the audit report will be issued, complete with any corrective actions that are required. It is imperative that the corrective actions are completed within the agreed timescale.

All audit reports are to be kept in the Company audit file.

All internal audits will be documented; audit documentation will be available for inspection by Clients or an authorised representative.

In addition to the above, themed and spot check audits will take place intermittently throughout the year and this will focus on the specific areas of branch operations.

The company Technical Director has the overall accountability for the quality system and audit process and will be responsible for reporting results of the performance of the quality management system to the executive management team.

Customer Reviews & Complaints

Levels of customer satisfaction are monitored and reported on a quarterly basis in order to identify trends and opportunities for preventative and/or improvement actions. Complaints are followed via the 'Dealing with Complaints' formal procedure.

Communication of Quality Process & Training

CSS Pest Services is committed to providing relevant training to all staff to ensure their ability to undertake their assigned activities effectively.

On commencement of their job, new employees undertake a full induction to the company specific to the requirements of their role. This induction is organised and implemented by the Technical Manager and the Office Manager.

Ongoing training needs are identified through review and appraisal by the Technical Manager and in line with the Professional Development Scheme process, taking into account each individual's education, skills and experience.

All staff training is evaluated and recorded.

Review

This policy statement will be reviewed regularly and may be altered from time to time inline with any legislative changes, operational procedures or other prevailing circumstances.

Signed

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', written over a light blue horizontal line.

Jason P Cholerton cspc
Technical Director

Date May 2020

POLICY ON SMOKING, ALCOHOL AND DRUG ABUSE

In July 2007 England became smokefree. The new law covers virtually all enclosed public places and workplaces, including work vehicles. Any person failing to comply with the new law will be committing a criminal offence and could face fines for smoking in a smokefree place.

For clarity, the use of electronic cigarettes or similar devices are not permitted in the workplace, company vehicles or whilst on company business.

The company acknowledges that some employees may wish to make use of electronic cigarettes, particularly as an aid to giving up smoking. Although they fall outside the scope of smoke-free legislation, we do prohibit the use of these due to the vapour which could provide an annoyance or health risk to other employees, and as some e-cigarette models can look like cigarettes, using these could make our policy difficult to manage and create an impression for other visitors, customers or employees that it is acceptable to smoke.

For health and safety reasons all building sites should be considered as smokefree.

Alcohol and Drug Abuse

The company takes seriously its Duty of Care responsibilities for employees and wants to ensure a safe working environment and will take all reasonable steps to make employees and Contractors aware of its Policy.

It is a requirement of the company that no employee or contractor shall:
Report or endeavour to report to work while their performance is impaired through the consumption of alcohol or under the influence of drugs.

Be in possession of drugs of abuse at the workplace or in a vehicle whilst on company business.

Consume alcohol on the company's premises without the specific authority of the Managing Director.

Standards of Behaviour

Employees are required to conduct themselves in a safe and responsible manner at all times when at work or driving vehicles on company business.

It will be regarded as serious misconduct for an employee:

to be impaired by alcohol or misuse legal or illegal drugs when at work or driving vehicles on company business.

to have illegal drugs in his/her body or any level of alcohol in excess of the legal limit for driving in the UK in his/her bloodstream whilst on company premises, work sites or whilst driving on company business.

to use, possess, distribute or sell illegal drugs whilst on company premises or on company business.

Signed

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', written over a light blue horizontal line.

Jason P Cholerton cspc
Technical Director

Date May 2020

POLICY STATEMENT ON WORK RELATED STRESS

References:

INDG430 – HSE guidance for employers - How to Tackle Work Related Stress

INDG424 – HSE guidance for employees – Working Together to Reduce Stress at Work

HSE guidance – WBK1 – Tackling Work Related Stress using the Management Standards Approach

HSG218 - Managing the causes of work-related stress: A step-by-step approach using the Management Standards

HSE's stress website: www.hse.gov.uk/stress

Introduction

CSS Pest Services are committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors. This policy statement will apply to everyone in the company. Managers are responsible for implementation and the company is responsible for providing the necessary resources.

Definition of stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Policy

- The company will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- The company will provide training for all managers and supervisory staff in good management practices.
- The company will provide confidential counselling for staff affected by stress caused by either work or external factors.
- The company will provide adequate resources to enable managers to implement the company's agreed stress management strategy.

Arrangements

The HSE has designed a Management Standards approach to help employers manage the causes of work-related stress. It is based on the familiar 'Five steps to risk assessment' model, requiring management and staff to work together. The approach is aimed at the organisation rather than individuals, so that a larger number of employees can benefit from any actions taken.

The Standards refer to six areas of work that can lead to stress if not properly managed:

- Demands
- Control
- Support
- Relationships
- Role
- Change

Using the guidance referenced above the Company will ensure that Managers and Employees work together to improve certain areas of work which will have a positive effect on employee well-being.

This policy statement confirms the Company's commitment to its employees and will work with them using the tools provided on the HSE stress website to ensure a healthy workforce.

Signed:

A handwritten signature in black ink, appearing to be 'Jason P Cholerton'.

Jason P Cholerton cspc
Technical Director

Date: May 2020

FIRST AID POLICY

CSS Pest Services Limited is committed to providing suitable and sufficient first aid facilities. All staff should be aware that, in the event of a medical emergency, efforts should be made to seek professional medical assistance, even though first aid facilities may be available.

OFFICES

Appointed persons

Each office will have an Appointed Person.

The Appointed Person is responsible for the management of first aid and will ensure compliance with this policy and best current practice. He/she will actively encourage a number of colleagues to become trained first aiders and will make arrangements for appropriate training and information to be provided.

Each Appointed Person will be responsible for the maintenance of a first aid box and every colleague will be advised of the location of the first aid boxes and the names and normal work areas of the first aiders. Colleagues with language difficulties and those with visual impairments will be given assistance to ensure knowledge of the arrangements.

If possible, the call for the emergency services should be made by the Appointed Person to avoid several persons reporting the same accident.

Appointed persons should not attempt to give first aid for which they have not been trained.

First Aiders

The decision to appoint first aiders should arise from the evaluation of the risks associated with the work. In small office environments i.e. less than 50 colleagues, the risks are generally so low that an alternative is to appoint an colleague or colleagues to keep the first aid facilities such as the boxes in good order but who is not necessarily trained and qualified to provide first aid in the event of an emergency.

In low-risk office environments the ratio of one first aider per fifty staff is required, but it will be necessary to train additional staff to provide limited cover for holidays, lunch breaks, and work duties taking colleagues away from the office periodically.

The colleagues selected for first aid duties should be willing, interested, reliable and sensible people able to keep reasonably calm under pressure, able to learn the skills required and carrying out normal duties which permit them to leave the work and attend to a reported incident.

First aiders are people who have been trained by an HSE approved agency such as the British Red Cross or St John Ambulance Brigade and are in possession of a current first aid certificate that is valid for three years from the date of issue.

First aiders will liaise with the Appointed Person on any matters requiring attention. First aiders are required to provide first aid within the limits of that which they are comfortable to do.

In the event of an accident resulting in first aid being administered, the first aider will ensure that a record is made as to first aid treatment and also ensure that the Appointed Person is informed.

The Appointed Person will enter the details of all accidents in the accident book and immediately communicate the details to the HR at Head Office. A decision will then be taken as to whether a notification is required under the relevant Regulations (RIDDOR).

Where practicable a rest area should be identified which may be used in the event of a medical emergency and, from time to time, the equipment available in that area should be reviewed. NB:

Equipment should only be used by trained and appointed first aiders. Medicines should not be administered other than by medically qualified personnel.

Records must be kept of the actions taken to ensure and maintain first aid provision. Records of reportable accidents must be kept for a minimum of three years.

Where a colleague has an accident at work and the details are entered in the accident book, it is necessary to carry out an investigation of the accident. This will aim to determine the root cause of the accident. This must be written down and the conclusions clearly defined and, if necessary, acted upon.

Details of all accidents over the previous six months must be discussed at the Regional Health and Safety Committee meeting. Minutes of these meetings must be sent to head office.

STORES

Each store will be equipped with a first aid kit. Service Managers will be responsible for the maintenance of a first aid box and every colleague will be advised of the location of the first aid boxes.

No accident books will be held locally in stores or in the field. All accidents / incidents should be reported to Head Office who will hold the accident book

Provision of first aid boxes and other materials:

First Aid boxes will be held in offices and stores. A first aid box must be maintained in a suitable place, clearly marked with a green cross against a white background, in a prominent and accessible position.

Its use is for response to injuries to colleagues, visitors and others. Access should normally be through the trained first aider or the appointed person and the contents used by those with competence in first aid provision, but in the absence of one or both of these persons it should be possible for an colleague to obtain materials contained within the box.

The minimum contents to be maintained as recommended by the ACOP are:

Blunt ended stainless steel scissors.

Twenty individually wrapped (assorted sizes) of sterile adhesive dressings (blue plasters for food handlers).

Two sterile eye pads.

Four individually wrapped (preferably sterile) triangular bandages.

Six safety pins.

Six medium sized individually wrapped sterile un-medicated wound dressings (approx.12 cm x 12 cm)

Two large sterile individually wrapped un-medicated wound dressings (approx.18 cm x 18 cm).

One pair of disposable gloves.

Additional materials

Additional elements to the first aid kit that may be useful:

Resuscitation aid (which creates a barrier whilst facilitating mouth-to-mouth resuscitation).

Disposable apron (to maintain personal hygiene whilst dealing with body fluid spillages).

Disposable towels, wet wipes and plastic disposal bags (useful when clearing up after a body fluid spillage).

Eye wash bottles must be provided in all stores.

Field-based Employees

Field based employees should be provided with vehicle first aid kits.

They should also be in possession of mobile telephones to use as a means of summoning assistance if required.

Signed



Jason P Cholerton cspc
Technical Director

Date May 2020

POLICY ON GUNS

CSS Pest Services acknowledge that the following weapons are necessary and must be used in the course of pest control work

- firearms of calibres .22LR up to .243
- air rifles of .177, .22 & .25 calibre • shotguns

Due to the potential health and safety hazards in their use, the following must be strictly adhered to:

- All air rifles purchased by CSS Pest Services should be authorised by the Company Technical Manager
- All air rifles should be capable of achieving consistent results of between 10 -12 ft/lb
- All guns should be transported in a hard lockable carrying case to prevent damage

Only company owned guns may be used in the course of CSS Pest work.

Exceptions are as follows:

- a) on occasions where weapons that are licensed to individuals that may prove to be more suitable

Only trained and certificated competent employees may use air rifles, shotguns and firearms in the course of company business. Failure to comply with this policy may be regarded as gross misconduct.

Employees using guns must comply with the state's current statutory legal requirements.

In the UK, any firearm, shotgun or airgun of .177, .22 & .25 calibre over 12 ft/lbs must be licensed with a current Firearms or Shotgun Certificate to the individual employee. The relevant licensing authority will lay down requirements for their use and storage. These are the individual's responsibility and must be adhered to. In this situation CSS Pest cannot be held responsible.

All company owned air rifles (under 12ft/lb) must be stored in a lockable place in a designated safe storage area when not in use. All company-owned shotguns and firearms must be kept by the registered keeper in their secure gun cabinet as per the terms of the appropriate certificate. Where possible company owned air rifles should be returned to the designated safe storage area after use and not left in vehicles.

After a shoot and at the earliest opportunity after their use, company owned air rifles should be returned to the designated safe storage area. For practical reasons, this may be the next scheduled visit to the designated safe storage area, unless there is a further need for the use of the weapon in the immediate foreseeable future.

Designated safe storage area for company owned air rifles will be determined by the Technical Manager. These may be

- secure lockable hard gun case/cabinet in the CSS Office (Pest)
- secure lockable hard gun case/cabinet in an employee's home
- secure lockable hard gun case/cabinet in a company vehicle
- lockable hard case which is secured inside a company vehicle

Company air rifles may be stored in the lockable section of a van. They must be stored in a hard case and the case must be secured to the vehicle. This equipment must be stored out of view at all times i.e. before, during or after a scheduled shoot and in the time it is reasonable and practicable to return the weapon to the designated safe storage area.

When transporting any weapon in a company vehicle, all care must be taken to ensure that they are removed from view and remain that way. They should be secured to the vehicle when not in use with

a cable lock. Cable locks must be secured through the gun case and around the structure of the car or van.

Ammunition must be stored separately from the weapon. Ammunition should not be stored in the gun case.

All guns must be regularly serviced and annually inspected. Any air rifle not achieving 10 ft/lbs must be decommissioned for Company business use and sent for repair/recalibration.

All company owned guns must be tagged and logged in a register held by the office Manager. The office Manager should maintain a log showing rifle details, serial number, test and service records. The office Manager must record who is in possession of any rifle at any given time.

All employees intending to use their own personal shotguns and/or firearms must first seek written permission from the Company Technical Director.

Training courses for the use of Air Rifles will be held throughout the year. Attendance and satisfactory standards of competence are required before a gun is used on company business.

Airgun Safety: No licence is currently required for .177, .22 & .25 calibre less than 12 ft/lbs in Great Britain, though this is not the case in Ireland and Northern Ireland. No air pistols (6ft/lbs) shall be used for dispatching or any company work.

Shotgun and Firearms courses will be available as and when required when delegates with the necessary shotgun/firearms certificates will be invited to attend should they not meet the requirements in point a. below.

Marksman: Anyone using shotguns / firearms should have completed the appropriate Marksman's Course from a recognised training body e.g. BASC, Killgerm, SX.

The Company will arrange local Marksman training and certification courses as and when they are deemed to be necessary by the Company Training Department; this will usually be dependent upon existing numbers of staff currently certificated and their geographical spread.

The company has put into place three stages of certification and recognition for employees,

- Stage 1 training is for Air Rifles.
- Stage 2 training is for Shotguns.
- Stage 3 training is for Firearms.

Where one to three birds are concerned this will be termed a shoot. Where numbers of four or more birds are involved this will constitute a cull

Where between one to three birds are concerned, a sole marksman may undertake the elimination of the birds; a member of the customer's staff may be designated for health and safety reasons to act as a lookout to prevent third parties straying into the area where the shoot is taking place.

In the event of four or more birds being present, the situation will be deemed as being a cull and two Company personnel MUST be in attendance; of these one shall be a certificated Marksman, the other present for security and lamping duties. In this situation ONLY the Marksman may carry out the actual cull.

No employee should travel to leisure shooting events in a CSS Pest liveried vehicle. Should any associate wish to take part in any such event and wish to take their van, they should seek permission from the Technical Manager.

CSS Employees using and storing company owned Rifles, Shotguns and ammunition (or any weapon that has a mandatory requirement to be licensed) should adhere to their relevant Firearms or Shotgun Certificate conditions or both.

UK (except NI) For example: Condition 4 of the Firearms Certificate states:

The Firearms, Shotguns and ammunition to which this certificate relates must at all times be stored at the named person's address on the certificate, so as to prevent, as far is reasonably practicable, access to Firearms, Shotguns and ammunition by unauthorised persons.

When guns or ammunition to which the certificate relates is in use, or the holder of the certificate has the firearm with him for the purpose of work, repair or testing it, or the firearm and ammunition are in transit or from a place in connection with its use or any such purpose, reasonable precaution must be taken for the safe custody of the Firearm, Shotguns and ammunition.

Furthermore, it also states in the certificate's conditions what creatures you are permitted to shoot. For example if you are using a firearm and if foxes, rabbits or vermin are not set out in the conditions and the authorised calibre of weapon used, you are not permitted to shoot/cull them until you have had your certificate amended to suit by your Firearms Licensing Officer.

Signed

A handwritten signature in black ink, appearing to read 'Jason P Cholerton'.

Jason P Cholerton cspc
Technical Director

Date May 2020

DISPLAY SCREEN EQUIPMENT POLICY (DSE)

CSS Pest Services will purchase and provide appropriate equipment (hardware) and processing systems (software) and a working environment suitable for display screen work.

All individual display screen users will be identified and listed and this listing subject to an annual review by the Office/Branch Responsible Person.

NB: A person may be classified as a user if they:

- normally use DSE for continuous or near continuous spells of an hour or more at a time and use DSE in this way more or less daily; and
- have to transfer information quickly to or from the DSE; and also need to apply high levels of attention and concentration; or are highly dependent on DSE or have little choice about using it; or need special training or skills to use the DSE.

Further information can be obtained from the HSE publication L26, guidance on the regulations. Everyone else using a display screen is termed a non-user.

The workstation for each display screen user will be reviewed on appointment, whenever there is a significant change to the office layout and in any event to see if it is set up appropriately for the work.

The local environment to each display screen user and non-user will be reviewed on appointment, whenever there is a significant change to the office layout and in any event annually to see if the set-up is appropriate for the work.

Display screen users and non-users will be provided with appropriate training in correctly setting up and maintaining their workstations.

All display screen users and non-users are reminded of their obligation to participate in training to ensure that they understand how to set up their workstations and to work to the guidelines provided in that training and subsequently by their managers.

All users and non-users are requested to report to their managers in the event of any problem with their display screen work, defects in the environment or equipment, or personal health status which could affect their ability to work safely and in comfort.

Environment:

Workstation sites should be properly lit, ventilated, heated and maintained in a tidy, uncluttered way without cabling etc. creating tripping hazards. The specific requirements for workstations are similar to those applicable to office accommodation generally:

- Provision of sufficient space to vary the working position and achieve comfort.
- Lighting should provide an appropriate contrast between the background and the screen without creating glare. Where necessary, windows should be provided with blinds or similar adjustable covering.
- Noise likely to distract or disturb speech should be minimised.
- Equipment generating excessive heat at the workstation should be avoided.
- Radiation (except for visible light) should be reduced to negligible levels – this will be achieved by using reputable equipment.
- Humidity should be maintained at an adequate level.
- Electrical sockets are not overloaded by the use of adapters etc.
- Cables must be properly routed and not present a tripping hazard.

Workstation:

The specific requirements are:

Screen display with well-defined characters, adequate line spacing, stable non-flickering image, user adjustable brightness and contrast, screen which swivels and tilts, screen on a separate base or table if required, free of reflective glare.

Keyboard tiltable, separable from screen, able to be comfortably positioned so hands and arms can be supported, matt surface to avoid glare, symbols contrasted and legible.

Desk large enough for flow of work, low reflective surface, allowing flexible arrangement of equipment, adequate space for user to find a comfortable position.

Work chair stable offering easy movement and comfort, adjustable in height and tilt, footrest for any user or non-user who needs one.

Ensure that the working arrangements include work variation to provide breaks away from the keyboard and the screen.

Welfare:

Training must be provided, where necessary, in the use of all computer software. All “users” must be advised of their rights to have eyesight tests.

Laptops:

The use of laptops, with staff working in a variety of locations, including home, few of which may have been designed and planned for display screen work. Health & Safety (Display Screen Equipment) Regulations 1992 and the Guidance Note L26 Display Screen Equipment Work state that laptops are subject to the regulations provided they are in prolonged use.

Procedure for implementing laptop safety arrangements:

The Office Responsible Person, for all premises under their control, should ensure that the environment in which laptops are to be used is of comparable standard to that for fixed workstations. For users of laptops the environmental standard guidelines on lighting, ventilation, noise etc. should be advisory for any place in which they are working for extended periods.

Ensure the user is briefed as for any other display screen user on the good practice guidelines for comfort and safety – seeking to achieve a comfortable working position, taking rest breaks from screen and keyboard etc.

For prolonged use of a laptop in a fixed location consider the use of “docking stations” which permit the use of full size, good quality display screens and full size keyboards. Ensure that “users” (as legally defined) know they have the same legal rights to eyesight tests as workstation users.

Eyesight tests:

There is no evidence that working at display screens has any permanent effect on eyesight but an inability to focus comfortably on the screen can cause discomfort, fatigue and even headaches. All “users” of display screens may have periodic eye and eyesight tests at the Companies expense. This can be arranged by contacting the Office Personnel Department who will complete a VDU Eyecare form.

NB: The CSS Pest Services VDU Self-assessment Checklist should be used to assess all workstations and copies are available in the Office

Signed

A handwritten signature in blue ink, appearing to read 'Jason P Cholerton'.

Jason P Cholerton cspc
Technical Director

Date May 2020

POLICY ON VIOLENCE AND AGGRESSION

CSS Pest Services is committed to providing a safe and healthy workplace including the protection of all staff from violence and aggression as far as it is able.

The Technical Director will ensure that all staff who are exposed to dealings with members of the public will have the work activities and work environment subject to a risk assessment.

Staff are reminded that all incidents of aggression, threat or actual violence must be reported to the Manager. CSS Pest Services takes these matters very seriously and any evidence of problems will result in a review to seek better methods of elimination and control.

Records must be kept of any actions taken to minimise and control the risk of violence and aggression.

Guidelines for a violence and aggression control programme:

Check on staff activities, identify situations of contact with the public and identify any past evidence of incidents.

Check on methods of reducing risks and improve customer service to reduce tension.

Consult with staff who will be more positive and committed if they have assisted in selecting appropriate measures.

Consider arrangements for late workers, car park lighting for example to improve security.

Implement any precautions and then monitor their effects.

NB: Where any member of staff feels threatened for their own safety they should immediately retire from the situation and seek management assistance.

This policy should be read in conjunction with the policy on Lone Working.

Signed

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', written over a horizontal line.

Jason P Cholerton cspc
Technical Director

Date May 2020

ANTI-BRIBERY POLICY STATEMENT

CSS Pest Services values its reputation for ethical behaviour and for financial probity and reliability. It recognises that over and above the commission of any crime, any involvement in bribery will also reflect adversely on its image and reputation. Its aim therefore is to limit its exposure to bribery by:

- Setting out a clear anti-bribery policy
- Ensuring all employees recognise and avoid the use of bribery by themselves and others
- Encouraging employees to be vigilant and to report any suspicion of bribery
- Investigating instances of alleged bribery and assisting the police and other appropriate authorities in any resultant prosecution
- Taking action against any individuals involved in bribery

This Policy applies to all employees who work for CSS Pest Services and:

- **Prohibits** the offering, the giving, the solicitation or the acceptance of any bribe, whether cash or other inducement
- **To or from** any person or company
- **By** any individual employee of CSS Pest Services
- **In order to** gain any commercial, contractual or regulatory advantage for the company in a way which is unethical
- **Or in order to** gain any personal advantage for the individual or anyone connected with the individual

This Policy is not meant to prohibit the following practices providing they are customary in a particular market, are proportionate and are properly recorded:

- Normal and appropriate hospitality
- The giving of a ceremonial gift on a festival or at another special time
- The use of any recognised fast-track process which is available to all on payment of a fee
- The offer or resources to assist the person or body to make the decision more efficiently
- Provided that they are supplied for that purpose only

The prevention, detection and reporting of bribery is the responsibility of all employees.

Signed

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', written over a light blue horizontal line.

Jason P Cholerton cspc
Technical Director

Date May 2020

SUSTAINABILITY POLICY STATEMENT

We want to give our customers peace of mind knowing that they're working with a company that cares about and actively and creatively addresses our impacts on the environment. Like health and safety, we know that commitment to environmental and sustainability responsibility is both foundational and fundamental to our long term business strategy.

Accordingly, we recognise that we have a duty to carry out our business operations sustainably and within the principles of BS EN ISO 14001. As part of our commitment to this, we undertake to ensure our consideration of sustainability as follows –

- Follow and promote good sustainability practice
- Endeavour to reduce our environmental impact wherever possible including monitoring our use of resources
- Maximise the potential for the use of recycled materials
- Actively promote ways of minimising waste
- Continue to deliver products and services which have a low environmental impact across their whole life
- Seek to continue to reduce our energy consumption by continuing to use low energy office equipment and low carbon emission vehicles
- Display and provide this policy statement for all employees and sub-contractors
- Continue to engage with our clients and their stakeholders to identify and manage any impacts

Our Managing Director and Management Team are responsible for driving, innovating and delivering sustainable practices across the business.

Signed

A handwritten signature in black ink, appearing to read 'Jason P Cholerton', written over a light blue horizontal line.

Jason P Cholerton cspc
Technical Director

Date May 2020

ANTI-SLAVERY POLICY STATEMENT

Modern slavery is a term used to encompass slavery, forced and compulsory labour and human trafficking whereby individuals are deprived of their freedom and are exploited for commercial or personal gain as enacted in the Modern Slavery Act 2015.

Our company is committed to a zero-tolerance approach to modern slavery and to acting with integrity in all its dealings, relationships, and supply chains. It expects the same high standards from all its staff, suppliers, contractors, and those with whom it does business. This policy applies to all in any capacity, including directors, employees, sub-contractors, suppliers, and other persons doing business with CSS Pest Services including all its wholly owned companies, contractors, and suppliers.

CSS Pest Services acknowledges the risk that a supply chain may involve the use of a hidden or unknown subcontractor reliant on forced labour. Although the company considers the risk of modern slavery to be low due to the nature of its supply chains, it takes its responsibilities to combat modern slavery seriously as demonstrated by its promotion and adoption of the following policy measures:

- The prevention, detection, and reporting of modern slavery in any part of its business or supply chains is the responsibility of all those working for us or on our behalf.
- Appropriate due diligence processes must be carried out in relation to modern slavery which may include considering human rights in a sector or country, the type of sector in which a service provider operates, the countries from which services are provided, the nature of relationships with suppliers, and the complexity of supply chain(s).
- All supply chain lines need to be continually risk assessed and managed in relation to modern slavery and any high-risk suppliers audited.
- The company encourages anyone to raise any concerns about modern slavery and will support anyone who acts in good faith
- CSS Pest Services will continue to develop its commitment to combat modern slavery and will provide staff training where appropriate.

Any breaches of this policy may result in the company taking disciplinary action against individual(s) and/or terminating its relationship with any organisation or supplier.

Where we provide goods or services

CSS Pest Services acknowledges that it is an organization carrying out business in the UK. It is required to comply with the Modern Slavery Act 2015 and that pursuant to Section 54 of that Act it will publish annually the steps it is taking to ensure its operations and supply chains are trafficking and slavery free.

Signed

A handwritten signature in blue ink, appearing to read 'Jason P Cholerton', is written over a light blue horizontal line.

Jason P Cholerton cspc
Technical Director

Date May 2020

ORGANISATIONAL SECTION

RESPONSIBILITIES OF THE TECHNICAL DIRECTOR

Continually review the CSS Pest Services Limited, Health & Safety Policy with regard to the current and developing business strategies of the business activities.

Provide financial and other resources to ensure that effective health and safety standards within the Division are fully maintained.

Plan and implement standards of health and safety according to agreed objectives set by the Health & Safety Committee.

Attend the Health & Safety Committee and oversee compliance with legislation and procedures.

Ensure appropriate statutory insurance covers are obtained.

Ensure that the health and safety culture within the Business is at all times promoted, supported and maintained.

RESPONSIBILITIES OF THE MANAGER

The Manager will have total responsibility for the health, safety and wellbeing of all staff that operate under their control. In addition to the personal responsibilities they have for their own conduct they must ensure that the following requirements are fulfilled:

All staff are given a copy of the CSS Pest Services Limited, Health & Safety Policy and Arrangements on commencement of their employment. They must read and understand it and carry out work in accordance with its requirements so as not to endanger himself or herself or any person who may be affected by their activity.

All personnel to whom you are obliged to give instructions or advice are fully aware of their responsibilities as imposed by legislation, codes of practice, procedures, etc. and that you will take steps, as far as reasonably practicable, to ensure they are properly implemented. This includes setting good examples by personally following the necessary procedures.

All employees under your control are given adequate training, instructions, information and supervision, as is necessary in connection with all items of plant, equipment, substances to be used and are competent in the work they have to perform.

Suitable and sufficient risk assessments of all workplaces, including any work at height requirements, are carried out and recorded by competent persons and that the information is communicated to all relevant employees before any work is carried out.

Details of all plant and equipment available for use shall be provided in a register with each item being easily identified by an attached code number.

Information on work equipment as to safe working loads, electrical safety etc. will be readily available to the user who must have had adequate instruction and training prior to its use.

Details of all PPE and RPE provided to employees shall be accurately recorded together with information on upgrades, replacements or inspections.

All plant and equipment repaired or maintained by you or others under your instructions must be fully up to the standard required by the relevant legislation and that the appropriate information is recorded in the register of plant and equipment, electrical register etc.

All chemical substances will be clearly marked and any safety precautions to be taken are attached to the container or other suitable means adopted for the information of the user.

That there are available at the Branch all necessary safety reference materials.

Transport drivers are properly licensed and records regularly updated and drivers employed by CSS Pest Services are competent.

Safety equipment, first aid kits - including eyewash bottles, are issued as and when necessary in accordance with current regulations or accepted practice. A responsible person is appointed within the branch to be responsible for ensuring first aid kits are maintained and that contact is made with emergency services when needed.

All accidents recorded in the accident book must be subject to an immediate re-appraisal of the risk assessment for the task being undertaken with a written report indicating any revised or additional procedures that may make the task safer. A copy of the risk assessments, the entries in the accident book, the completed Accident Report Form and the Accident/Incident Assessment Form must be included with the Health and Safety Committee minutes sent to Head Office.

Any safety, health or welfare problems that are raised are investigated immediately and any necessary action taken. This involves ensuring that all accidents are reported in accordance with CSS Pest Services notification and reporting procedure.

Ensure that each workplace is safe, that the proper equipment is provided and maintained and that the proper safety procedures are in place. Also that fire safety equipment is regularly maintained/tested and fire evacuation drills take place every six months and the evacuation times recorded.

Co-operate with the Health & Safety Advisor during branch audit and ensure that, where Prohibition or Improvement Notices are issued, the detailed requirements are carried out immediately.

RESPONSIBILITIES OF THE HEALTH & SAFETY ADVISOR

The Company employs Hudson Health & Safety Services to provide advice on health and safety matters and to generally co-ordinate all aspects of the Company's safety effort. They will advise on the introduction and maintenance of safe systems of working procedures to minimise the risk of personal injury, fire and hazards to plant and property etc.

They will specifically:-

Carry out inspection of the construction sites and places of work of all employees, in the company with the person immediately responsible for that section and advise on all aspects of Health, Safety and Welfare.

Ensure that relevant safety legislation is being complied with and that statutory registers are being maintained.

Advise on safety training matters and assist in identifying safety training needs.

Investigate all reportable accidents, and as far as is reasonably practicable inquire into the cause of non-reportable accidents.

Ensure that the requirements concerning First Aid personnel and equipment are met, and regularly reviewed.

Act as Liaison Officer between Company Management and official bodies such as the Health and Safety Executive.

Although the Safety Adviser's duties will in the main be of an advisory and administrative nature, he has executive authority to order the discontinuance of any unsafe method of working of which he becomes aware and to require the provision of all information necessary to carry out his duties effectively.

RESPONSIBILITIES OF FIELD STAFF/SERVICE TECHNICIANS

Read and understand the CSS Pest Services, Health & Safety Policy and Arrangements and carry out work in accordance with its requirements so as not to endanger yourself or any person who may be affected by your activity.

Comply with any specific site safety requirements identified in the mandatory risk assessment of the workplace, including any work at height requirements, or the COSHH assessment regarding the materials to be used or by the Customers own health and safety requirements, including procedures for evacuation and permits to work.

Where the Sales Surveyor has not visited the proposed workplace and carried out a COSHH/risk assessment then the COSHH/risk assessment form must be completed before any work is commenced.

Use chemicals only in accordance with label instructions and site-specific requirements.

Ensure clothing, personal protective equipment, and respiratory protective equipment is suitable and maintained in a safe working condition. Comply with test and inspection requirements.

Do not use any equipment or machinery for which you have not received adequate instruction or training. Use all equipment and machinery safely. Ensure that all electrical equipment has been safety tested, is within its retest date, is the correct voltage and if 240 volts there is a residual current device fitted to the mains supply.

Do not use ladders or stepladders, carry out the servicing of EFK equipment, carry out any shooting of any pests or carry out bird proofing or the removal of bird fouling unless you have been specifically trained and certificated in the necessary procedures.

Report defects in respiratory protective equipment, personal protective equipment, work equipment and machinery to your supervisor and DO NOT use until defects have been rectified.

Be aware of CSS Pest Services first aid and emergency procedures including maintenance of the vehicle first aid kit as well as specific site procedures in the event of an emergency.

Report any accident or damage, however minor, to your immediate manager.

Do not attempt to lift or move articles or materials that are so heavy or awkward as to cause injury. IOSH recommends a maximum of 25 kilos for males and 16 kilos for females.

Follow all health and safety procedures specific to your work.

RESPONSIBILITIES OF FIELD SALES STAFF/SALES SURVEYOR

Read and understand the CSS Pest Services Health & Safety Policy and carry out work in accordance with its requirements so as not to endanger yourselves or any persons who may be affected by your actions.

Ensure clothing and particularly footwear is suitable for your workplace.

Ensure clothing, personal protective equipment, and respiratory equipment is suitable and maintained in a safe working condition. Comply with test and inspection requirements.

Comply with specific site safety requirements identified to you by clients including procedures for evacuation.

Complete Site Safety/COSHH risk assessments for each workplace and ensure that it is legible and complete to enable field operations staff to understand and comply with its contents. Where work at height is perceived the Work at Height Safety Assessment Form must be completed. All assessments must be up to date and, if there is any reason to suggest this is not the case, then a further visit and assessment must be made to update the assessment.

Do not use, repair or maintain any equipment or machinery for which you have not received full instruction or training. Ensure electrical and other equipment is available for periodic testing and within its test date. All 240volt equipment must be used with a power breaker plug (RCD).

Report any defects in equipment or machinery to your immediate manager and do not use until defects are rectified.

Be aware of the first aid and accident reporting procedures and maintain contents of vehicle first aid kit.

Report any accident or damage, however minor, to the Manager.

Do not attempt to lift or move articles or materials that are so heavy or cumbersome as to cause injury. IOSH recommends a maximum of 25 kilos for males and 16 kilos for females

Follow all health and safety procedures specific to your work.

RESPONSIBILITIES OF THE BRANCH RESPONSIBLE PERSON

In addition to the general administration of health and safety duties the Branch 'Responsible Person' will:

Ensure that risk assessments are being provided to Service Technicians and that copies are being placed on file at the Branch for inspection when necessary for every workplace.

Ensure all accidents, however trivial, are reported in the accident book and immediately notified by telephone to the Personnel Office at Head Office.

Be responsible in the absence of the Manager for contacting the emergency services in the event of an emergency.

With the assistance of the Manager, ensure that:

- The premises are equipped with a site plan showing emergency routes – signed first aid kits and fire points.
- Firefighting equipment is checked regularly.
- A fire drill is held every six months.
- The Management of Health & Safety Manual records are available for inspection.
- The statutory health and safety law poster is displayed at the Branch with the necessary information noted on it.

When entering the details of an accident to an employee in the statutory book, notify the Sales Surveyor of the details of the accident. A re-appraisal of the risk assessment can then be carried out and subsequently ensure that an Accident/Incident Assessment Form is completed and brought to the attention of the Technical Director.

RESPONSIBILITIES OF ADMINISTRATION AND OTHER OFFICE BASED STAFF

Read and understand the CSS Pest Services Limited, Health & Safety Policy and carry out your work in accordance with its requirements so as not to endanger yourself or any person who may be affected by your activities.

Ensure that when giving work instructions to Service Technicians a suitable COSHH/risk assessment has been carried out and forms part of those instructions. The Work at Height Safety Assessment Form must be included, if relevant. The Service Technician at the site must complete where a site survey has not been carried out the COSHH/risk assessment form before any work is carried out.

Do not use, repair or maintain any equipment or machinery for which you have not received full instructions or training.

Make regular visual inspections and report any defects in equipment or machinery to your immediate manager.

Ensure you are familiar with the location and use of fire equipment and first aid kit and what to do in the event of any emergency. Ensure you take part in evacuation drills and know whom the “responsible person” is.

Ensure that procedures for storage and disposal of combustible waste are followed.

Report any accident or damage, however minor, to the Manager.

Ensure your work area is kept tidy and that corridors, office floors, doorways etc are kept clear and free from obstruction.

Do not attempt to lift or move articles or materials, which are so heavy or cumbersome as to potentially, cause injury. IOSH recommends a maximum of 25 kilos for males and 16 kilos for females

Always use a stepladder, stool or other safe access to reach above head height.

NB: Only staff that have been specifically trained and certificated can use ladders or stepladders.

Do not open more than one drawer of the filing cabinet at a time and always close drawers after use.

Ensure telephone and electrical wiring cannot provide a trip risk.

Follow instructions on setting up workstations to minimise strain either via appropriate seating, lighting or arrangement of workstation equipment.

Follow all safety leaflet instructions and procedures laid down.

ARRANGEMENTS & PRACTICAL GUIDELINES

PRELIMINARY PROCEDURES

a) TENDERING AND PLANNING

At tendering, negotiating and planning stages, the requirements of this Policy on Health, Safety and Welfare must be taken into account.

Any aspects of work not covered by this Policy must be planned by the management, in conjunction with the Company's Safety Adviser when necessary, and written procedures defined.

b) TRAINING

All supervisory staff will receive training in their responsibilities as defined in this policy. A Training Matrix will be established to identify training needs to include refresher training of all directors, supervisory staff and employees. Employees will be consulted on a regular basis to ensure that they are competent to undertake their job function correctly.

c) SUPPLIERS

The Technical Director will ensure that adequate information is obtained regarding the health and safety aspects of all materials, substances and equipment purchased for use during the Company's activities. Details where applicable will be requested and tests or examinations carried out, safety data sheets, and full instructions for the safe use of any articles or substances.

d) DOCUMENTATION

The Technical Director will ensure that a complete copy of the Policy for Health, Safety and Welfare is issued to the Field Staff for reference together with all necessary registers and accident report forms.

Field Staff must ensure that all registers, reports and other documentation relating to health and safety are returned to the office for safe keeping at the end of the Contract. This documentation must be retained in a safe place for a minimum of 3 years.

e) JOINT CONSULTATION

In accordance with the Health and Safety (Consultation with Employees) Regulations 1996 every facility will be afforded to allow for consultation with all employees or their elected representatives on matters affecting their health and safety.

Consultation with staff will be conducted on any such matters including:
Any changes which may substantially affect their health and safety at work, for example in procedures, equipment or way of working.

The arrangements for getting competent people to assist them in satisfying health and safety laws.

The information that employees must be given on the likely risks and dangers arising from their work, measures to eliminate or reduce these risks and what they should do if they have to deal with a risk or danger.

The planning of health and safety training.

The health and safety consequences of introducing new technology.

INDIVIDUALS WITH LANGUAGE DIFFICULTIES (English is not their first language)

It is the responsibility of the employer to ensure that individuals who do not have English as their first language are treated as a special group and a risk assessment is completed identifying that they are particularly at risk and control measures will be introduced to reduce this risk to an acceptable level.

It is the responsibility of the employer to communicate the information contained within such documents as the method statement and risk assessment and supervise the work undertaken, ensuring employees comply with safe systems of work.

If it is evident that an individual does not understand the information given to them they will not be allowed to work unsupervised.

f) MONITORING, AUDIT AND REVIEW

All employees will be expected to bring to the notice of their immediate supervisor any areas where the Company Policy on Health and Safety appears to be inadequate or not being complied with. The suggestions or concerns will be passed to the Directors for consideration and possible action.

The Safety Adviser/Managing Director will visit Company sites/premises at regular intervals and will report on any hazards, non-compliance's or breaches of Regulations. This report will be made available to the Directors and Site Supervisor, where action will be taken to prevent reoccurrence and correct any non-compliance.

An annual meeting will be held between the Safety Adviser and the Directors to discuss the Health and Safety arrangements for the coming year. These arrangements will detail areas where improvements in Company procedures, training, etc. could be made to review and, where necessary, revise the Company Policy for Health Safety Welfare and the Environment.

INDUCTION OF NEW EMPLOYEES

In order to ensure the health and safety of all new employees, the Company will provide health and safety training for new employees which will be incorporated into general induction training.

Induction training should take place on the first day of employment so that employees are familiar with basic procedure once they commence work. The Site Manager is responsible for ensuring that this training is completed.

The health and safety component of induction training will contain the following:

- a The Health and Safety Policy - The contents of the policy will be covered in detail, including the responsibilities set out in the policy, and will enable the employee to become acquainted with the organisational arrangements. Each employee has access to a copy at all times.
- b Accident reporting procedures/first aid - This covers the action to take when an accident has occurred, the person to be informed what to do about first aid treatment.
- c Fire procedures and precautions - this section covers fire precautions to be taken during site activities. It includes:
 - 1 Procedure for raising alarm and location of alarm points
 - 2 The location of fire exits
 - 3 The fire assembly muster points
 - 4 The person to whom the employee must report
 - 5 The use of extinguishers
 - 6 The Code of Practice 'Fire Prevention on Construction Sites'
- d The employee is introduced to the most important legislation that applies to the company:
 - 1 The Health and Safety at Work Act 1974
 - 2 The Management of Health and Safety at Work Regulations 1999
 - 3 The Control of Substances Hazardous to Health Regulations 2002
 - 4 The Manual Handling Regulations 1992
 - 5 The Construction (Design and Management) Regulations 2015
 - 6 The Work at Heights Regulation 2005
- e Safety Procedures are explained:
 - 1 Personal Protective Equipment
As applicable to specific jobs and activities.
 - 2 Safe Manual Handling of Loads
This training generally follows the procedures laid down in the Manual Handling Operations Regulations 1992
 - 3 Permits to Work.
As applicable to specific jobs and activities.
- f Identification of further training needs and progress review timetable

ADDITIONAL PROCEDURES FOR NEW EMPLOYEES UNDER 18 YEARS OF AGE

Consideration of the work to be carried out, and the young employee's capability will cover the following points:

- Their inexperience, lack of awareness of risks, and immaturity
- The place of work
- Work equipment and how it is to be used
- The extent of health & safety training to be provided

- Any specific risks to their health & safety
- Exposure to physical, biological and chemical agents.

Young employees will be prohibited from involvement in activities which:

- Are beyond their physical or psychological capacity
- Involve harmful exposure to agents which are toxic, can cause cancer or heritable damage or chronically affect human health
- Involve harmful exposure to radiation
- Involve risk from extreme heat or cold, noise or vibration.

These prohibitions will not apply where it is necessary to form part of a structured training programme towards attainment of NVQ, SVQ, GNVQ or an equivalent qualification, or where they will be supervised by a competent person, or where risks have been reduced to the lowest level reasonably practicable.

YOUNG PERSONS

Under health and safety law, every employer must ensure, so far as reasonably practicable, the health and safety of all their employees, irrespective of age. As part of this, there are certain considerations that need to be made for young people.

If employing a young person for the first time, or employing one with particular needs, an employer will need to produce a specific risk assessment, taking into account the factors for young people before they start. This should be straightforward in a low-risk business, for example an office with everyday risks that will mostly be familiar to the young person.

For work in higher-risk environments, eg construction, agriculture or manufacturing or work involving exposure to toxic substances or extreme temperatures, the risks are likely to be greater and will need more careful attention to ensure they are properly controlled. If a workplace contains these hazards, employers should already have control measures in place.

Under the Management of Health and Safety at Work Regulations 1999, an employer has a responsibility to ensure that young people employed by them are not exposed to risk due to:

- lack of experience
- being unaware of existing or potential risks and/or
- lack of maturity

An employer must consider:

- the layout of the workplace
- the physical, biological and chemical agents they will be exposed to
- how they will handle work equipment
- how the work and processes are organised
- the extent of health and safety training needed
- risks from particular agents, processes and work

Employers need to consider whether the work the young person will do:

- is beyond their physical or psychological capacity

This doesn't have to be complicated, it could be as simple as checking a young person is capable of safely lifting weights and of remembering and following instructions.

- involves harmful exposure to substances that are toxic, can cause cancer, can damage or harm an unborn child, or can chronically affect human health in any other way
- Be aware of substances a young person might come into contact with in their work, consider exposure levels and ensure legal limits are met.
- involves harmful exposure to radiation

Ensure a young person's exposure to radiation is restricted and does not exceed the allowed dose limit.

- involves risk of accidents that cannot reasonably be recognised or avoided by young people due to their insufficient attention to safety or lack of experience or training

A young person might be unfamiliar with 'obvious' risks. An employer should consider the need for tailored training/closer supervision.

- has a risk to health from extreme cold, heat, noise or vibration

In most cases, young people will not be at any greater risk than adults and for workplaces that include these hazards it is likely there will already be control measures in place.

A young person, who is not a child, can carry out work involving these risks if:

- the work is necessary for their training
- the work is properly supervised by a competent person
- the risks are reduced to the lowest level, so far as reasonably practicable.

Providing supervision for young workers and monitoring their progress will help employers identify where additional adjustments may be needed.

WORKING ON OCCUPIED PREMISES

Whenever CSS Pest Services is engaged to carry out any work on occupied premises, then the following rules and procedures apply:

A responsible person will be appointed to liaise with tenants and co-ordinate all health and safety matters whilst working on occupied premises.

All employees of CSS Pest Services will adhere to all Client's rules, specified safe working systems etc. which are applicable to their operations, and, wherever necessary, any method statements, assessments or safe systems of work which relate to any activity to which the Company has control will be provided by the Field Staff.

Whenever induction training is required, then all employees engaged in the operation will be instructed to attend.

Whenever practicable, all operations carried out by this Company will be securely isolated by barriers and appropriate warning signs will be displayed. Access/egress points will be maintained in a safe condition.

Unless previously arranged CSS Pest Services will expect Clients to liaise with their managers regarding works or hazard's they may encounter and also advise of any fire evacuation or other emergency procedures which may be applicable.

This Company will co-ordinate with managers when arranging for traffic management (both vehicular and pedestrian) as appropriate.

USE OF CONTRACTORS:

CSS Pest Services is committed to providing a safe and healthy workplace and this includes the employment of competent contractors to carry out works on our own or our customer's premises.

To achieve this only contractors who have demonstrated an understanding of health and safety and an ability to manage their work safely will be employed.

The Branch Responsible Person will ensure that a contractor is from a relevant approved list or is required to qualify by satisfactorily completing the CSS Pest Services Sub-Contractors Questionnaire Form, demonstrating adequate insurance cover and a good health and safety management system. They will be issued with the Code of Practice for Contractors and asked to sign the CSS Pest Services Contractors Service Agreement (Appendix 1 of the Code of Practice for Contractors)

In addition proof of competence for the contractors employees must be provided having regard to the nature of the works and the means of access to be employed.

The Branch Responsible Person will ensure that all references provided by the contractor are followed up to ensure they are bona fide. On receipt of the necessary information the contractor will be required to complete a Sub-Contracted Work Agreement ensuring that his employees will have adequate training for the works to be executed.

The Technical Director will give final approval that the contractor, based on the information submitted, is acceptable.

The Branch Responsible Person will ensure that for all contracted out works there is a clear specification of the works to be carried out together with details of any site specific safety requirements that must be put in place before any works are commenced.

The Technical Director will ensure that for each contracted out works there is a responsible person instructed to liaise with the contractor and who will carry out all necessary supervision of the works with regards to compliance with health and safety requirements. In this regard the contractor must be furnished with all necessary method statements, risk assessments, work at height safety assessments, asbestos awareness etc.

The Field Service Manager will ensure that customers safety and security requirements are complied with by the contractor and will communicate with the customers representative as to restrictions that may be imposed which may affect the safety or inconvenience of persons on the premises i.e. temporary closure of roads, corridors or parts of the premises, the isolation of electrical equipment etc.

The Field Service Manager will ensure that any accidents to the contractors staff are reported immediately according to the CSS Pest Services Accident Reporting Procedure and that an investigation is carried out as soon as is practical, including photographs, to establish a probable cause and record the findings on the CSS Pest Services Accident/Incident Assessment Form.

On completion of the works the Field Service Manager will ensure that the specified works have been properly executed and that all signs, barriers, notices have been removed.

RISK ASSESSMENTS

CSS Pest Services is committed to providing a safe and healthy workplace. This involves ensuring that all risks to employees, contractors, visitors and others are adequately assessed as far as reasonably practicable and where necessary removed or reduced to an acceptable level.

Where significant risks are identified, these should be recorded along with the control measures used to remove or reduce the risk.

Responsibilities and Requirements

The assessment of risk is central to the management of health and safety.

It is the responsibility of all employees at all levels within the division to ensure this policy is adhered to.

Before any work activity is undertaken a risk assessment must be carried out. Where significant risks are identified, these should be recorded along with the control measures used to remove or reduce the risk.

Some activities that we undertake have specific risk assessments e.g. display screen equipment, manual handling, noise and hazardous substances. Please see the relevant sections for details.

Duties of the Manager

The Manager has responsibility for field-based employees and should ensure they all receive a Risk Assessment Manual. They should also ensure that all field based employees receive training in the contents of the Manual and Risk Assessment.

The Manager is responsible for ensuring that a suitable and sufficient, site-specific risk assessment is carried out and recorded by a competent person before any work is carried out. The contents of that assessment should be communicated to every relevant associate prior to the commencement of the work to enable them to take account of any actual or potential hazards that may exist. Any safety precautions such as additional personal protective equipment or a site-specific method statement should be clearly defined.

The Manager should also ensure that any risks identified on CSS Pest Services premises are communicated to employees and new starters are informed of these at their induction on day one.

The Manager will undertake an immediate investigation into the circumstances of all reported accidents or near misses and should review the risk assessment of the task being undertaken at the time to ascertain if additional precautions, an alteration in the method statement or additional personal protective equipment are required.

The Manager has a role in supporting and guiding employees in carrying out risk assessments.

The Manager should monitor that risk assessments have been carried out and that they are comprehensive and consistent.

Duties of Service Team and Administration

The Sales Surveyor should ensure that all possible risks have been assessed and accounted for and in particular that there is no reasonable possibility that any unrecorded asbestos in any form will be encountered.

The Sales Surveyor should also ensure that the information in the risk assessment is current and, if they have any reason to suspect that the circumstances have altered in any way, then a further site visit must be made to update the previous assessment.

Service Technicians should ensure that they receive, read and understand all work instructions including the risk assessment before any work is contemplated. Where the Service Technician is the first person to visit a site e.g. an emergency visit or premises where a Sales Surveyor has not visited, the Service Technician must first complete a risk assessment form before carrying out any work.

Risk assessments should be site specific and reflect the hazards and risks on site. For work activities or sites, which contain high risks e.g. working at height or large chemical plants, a detailed and comprehensive site-specific risk assessment will be necessary. In many cases this will be produced in conjunction with a site-specific method statement where each potential risk will be adequately addressed.

Administrative support staff should ensure that, where necessary, risk assessments are attached to work instructions provided to Service Technicians and that, if an assessment is missing, the work must not be given out.

Field based employees should review existing risk assessments and update them if necessary. Risk assessments should be updated annually, if deficiencies are found in existing assessments or if there are any major changes on site.

Definition of a hazard:

A hazard in health and safety terms is defined as something with the potential to cause harm. This is primarily but not exclusively harm to people. In a management programme designed to protect people, the potential for harm befalling property, equipment and other assets is also relevant; such harm is undesirable and any sensible programme will be designed to prevent this as well.

A hazard is best described as an accident waiting to happen, arising from substances, equipment, power supplies, particular working situations or working methods present in the workplace and within the responsibility of the employer.

Definition of risk:

A risk is the likelihood of the harm actually occurring and the severity of the harm if it does.

Thus in terms of "likelihood" there may be a hazard associated with water and drowning, but the risk can only be evaluated when the proximity of people to the water, the weather conditions, the equipment used, the people's proficiency and many other factors are taken into account.

As for severity, a hazard associated with falling can be evaluated also in terms of the distance and therefore the degree of harm which could occur – tripping and falling on the same level rarely causes H&S Arrangements – Risk Assessment serious injury (although this is not impossible) whereas falling down a flight of stairs is quite likely to result in broken bones or worse.

Finally, the risk factor should also consider the numbers of people potentially affected for, all other matters being equal, a risk faced by many people every day should be treated as a higher priority than the same degree of risk faced by one person very occasionally. A key element of the risk assessment process is the measurement of the degree of risk present - negligible, low, medium, high, or very high - in order to decide on these priorities and accord appropriate weight to preventative measures.

HSE's five steps to risk assessment:

- Look for the hazards.
- Decide who may be harmed and how.
- Evaluate the risks arising from the hazards and consider the existing precautions.
- Record the findings.
- Review assessments from time to time.

Generic and site-specific risk assessments:

Generic Risk Assessments (GRA) have been undertaken on all work activities which we routinely carry out on site. Copies of these are contained in the Risk Assessment Manual and can be found in the office and a copy is to be contained in each service vehicle.

It is then necessary to carry out a Site Specific Risk Assessment (SSRA) to determine the immediate environment, the knowledge and skill of staff and other activities undertaken in the vicinity which may affect the degree and nature of the risk and hence the precautions to be taken. These must be carried out on all sites and be based on the activity that an individual is undertaking.

Learning from accidents:

Accidents are an important factor in determining risk assessments. Even the best health and safety management systems, based upon high quality risk assessments, will experience failures. Sometimes the failures are the results of events occurring which the original evaluation of risks had not foreseen. On other occasions employees will act unsafely because of other motivations (speed, bravado) against the established rules. Whatever the reason, the information gained is useful if it prevents a recurrence as learning from experience rather than repeating mistakes is vital.

ACCIDENT, INCIDENT AND ILL HEALTH REPORTING

All accidents which cause any injury and all near miss incidents must be reported to the Managing Director and recorded via the accident book B1510.

Some injuries and incidents (whether or not they cause injury) have to be reported to the Health and Safety Executive as soon as possible. A telephone service is available for reporting fatal and major injuries ONLY - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm). Other incidents and accidents must be reported by completing the relevant form online at www.hse.gov.uk/riddor. It is an offence not to report these. (Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013). Reportable injuries and incidents include fatality; specified injury (skull fracture, most broken bones, amputation, penetration injury to the eye, electric shock); hospitalisation for 24 hours; and off work for seven days or more through industrial injury.

If a medical certificate or other written diagnosis from a doctor has been received in respect of an employee who is absent from work and the disease is diagnosed as one of those listed in the Reporting of Injuries Diseases and Dangerous Occurrences Regulations then the Company Safety Adviser must be contacted for advice. A form F2508A must then be completed online at www.hse.gov.uk/riddor.

The Manager is expected to be the responsible person to take initial charge of any situation in which RIDDOR would apply. He will ensure initially that no other person becomes endangered, ensure that First Aid is provided, the emergency services are summoned (if required) and that the Managing Director is informed. The Managing Director must then ensure that notification is made to the HSE by completing the relevant online form.

If it is suspected that an incident may be reportable under RIDDOR then the Company Health & Safety Adviser must be contacted for advice. In the case of fatality, serious injury or a dangerous occurrence the HSE should be notified by the quickest practicable means. All notifiable injuries or dangerous occurrences must then be advised to the HSE by completing the relevant form online within 15 days.

In the case of an employee of another Company being killed or injured the reporting duty is placed on his/her employer. However, in order to ensure that this Company has fully complied with legal requirements, the Managing Director will obtain a copy of the RIDDOR report.

Guide to the investigation of an accident:

Leave the scene of the accident undisturbed if possible (providing it does not create a further risk) until there has been an opportunity to have a good, calm look to assess the circumstances.

Try to work out what happened, in what sequence. Discuss this with the staff involved (directly or as witnesses) and make it clear that the aim of the investigation is to prevent future accidents, not to lay blame.

Check on any relevant procedures or method statements for the activities being carried on at the time of the accident.

Try to establish whether the accident occurred as a result of the procedures or method statement not being fully or correctly applied, or despite their application.

Against this background, consider the suitability and correctness of the relevant procedures or method statement.

Having regard to the above, the Manager will carry out a further risk assessment of the task being undertaken at the time of the accident and complete an Accident/Incident Assessment Form. This will determine what actions need to be taken to prevent a further occurrence of the incident and will be signed by the Manager and the Technical Manager. The Employee should then be asked to sign the form to indicate that he/she is satisfied with the results of the investigation and the actions taken. A copy of the assessment will be sent to the Health & Safety Manager for evaluation.

Road traffic accidents:

Any employee involved in a road traffic accident where one of the parties is injured must ensure that circumstances are reported to the police.

Where an employee is at work and is injured in such an accident then the circumstances must be recorded in the accident book.

Additional information can be found in the CSS Pest Services Vehicle Driver Handbook

NB: COVID 19 is reportable under RIDDOR

OCCUPATIONAL HEALTH RISKS

CSS Pest Services is aware that there is a possibility of some members of staff being put at risk by the possible exposure to biological, viral and environmental hazards and actively seeks to minimise these risks by providing information and training and recommending that certain staff who may be at risk receive protection by inoculation and/or vaccination.

The Technical Manager will ensure that all field staff are advised to have a tetanus inoculation and those staff liable to come into contact with body fluids must have protection against tetanus and hepatitis B. Further protection offered by polio and BCG vaccinations is also recommended.

All staff must be aware that where CSS Pest Services is given information that possible infectious material is present on a premises e.g. a dirty house clearance, that information must be treated as strictly confidential in order to prevent discrimination against the previous occupier.

Leptospirosis: There are two types of leptospirosis infection that can affect workers.

- Weil's disease – a serious and sometimes fatal infection that is transmitted to humans by contact with urine from infected rats.
- The Hardjo form – transmitted from cattle to humans.

Both diseases start with a flu-like illness with a persistent and severe headache. Anyone who is exposed to rats, rat or cattle urine or to fetal fluids from cattle is at risk. Farmers are now the main group at risk from both Weil's disease and cattle leptospirosis with dairy farmers being especially at risk. Other people who have contracted leptospirosis in recent years include: vets, meat inspectors, butchers, abattoirs and sewer workers. Workers in contact with canal and river water are also at risk.

Don't touch rats with unprotected hands. Cover all cuts and broken skin with waterproof plasters before and during work. Wear protective clothing. Wash hands after handling any animal, or any contaminated clothing or other materials and always before eating, drinking or smoking.

Report any illness to the doctor and advise him of work activities. Leptospirosis is much less severe if treated promptly.

Psittacosis and Ornithosis

These are just two of a number of diseases that can be transmitted from birds to man, particularly by contact with bird droppings. Both are influenza-type viruses which cause flu-like symptoms. Ensure that the correct PPE (including a suitable respirator) is worn when working in or near areas where bird droppings have accumulated. Refer to the Bird Control Technical Manual for further information.

HIV virus

The virus that causes AIDS is difficult to pass from person to person. This can only happen in certain circumstances:

- Through sexual intercourse, both heterosexual and homosexual, with an infected person.
- By transfer of blood from an infected person to someone else – drug users who inject themselves are particularly at risk if they share needles.
- From an infected mother to her baby before or during birth or possibly from breast milk.

There is no risk to persons donating blood. Sterile equipment is used for each blood donor and it is destroyed after use.

Aids is not spread through the air, by coughing or sneezing, nor by ordinary social contact such as sharing offices, telephones, cups or toilets.

NB: It is important to remember that Hepatitis B is much more infectious than HIV.

Clinical waste: Infectious waste may contain a great variety of pathogenic micro-organisms which may enter the human body by a number of routes:

- a) through a puncture, abrasion, or cut in the skin.
- b) through the mucous membranes.
- c) by inhalation.
- d) by ingestion.

Clinical waste may also be encountered in various situations e.g. dirty houses, sudden deaths, drug users' premises where removal will require special precautions particularly with regard to the collection of hypodermic needles and syringes.

First aid treatment for needle stick injuries:

- Encourage the puncture injury to bleed.
- Wash well under cold, running water without soap and cover with a dry dressing.
- Seek medical advice as soon as possible at the nearest Accident and Emergency Hospital.
- Retain if possible, the item causing the injury to enable identification of any possible infection once at the hospital.

Report all accidents and injuries to the Responsible Branch Person.

NB:

A protective injection against Hepatitis B can be given, but this needs to be done within 48 hours. Needle stick injuries are not reportable under the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations

PERSONAL PROTECTIVE EQUIPMENT

CSS Pest Services is committed to providing safe systems of work and this extends to the provision and use of personal protective equipment and clothing.

The Technical Director has the responsibility for risk management.

Where practicable, risks shall be managed by altering working arrangements or where such arrangements cannot wholly eliminate hazards, or where such measures may be impractical because of the short duration of the work or for some other reason, personal protective equipment (PPE) may be required.

Where PPE is required it shall be approved by the Technical Director and/or the Branch responsible person for suitability and user acceptability, based upon the generic risk assessment for the work and/or work area concerned.

All items of PPE will be supplied by CSS Pest Services to the relevant staff without charge.

Where PPE is not disposable but designed and intended for re-use, it shall be subject to periodic inspection to confirm its continued suitability and where appropriate subject to routine maintenance.

All respiratory protective equipment (RPE) that is not disposable must be subject to monthly inspection by a competent person to determine its condition and confirm its continued suitability.

Staff issued with PPE are reminded that they have a legal obligation to use it as instructed, to maintain it in a state of good repair and to report any defects or other problems promptly.

Records must be kept of the issue, maintenance and inspection of PPE including RPE.

All safety harnesses, fall arresters, safety ropes/lines, bosun's chairs, abseiling equipment etc. must be given an identity number, be recorded in a register and be subjected to regular, detailed and recorded examinations by a competent member of staff and by an engineer appointed by CSS Pest Services insurers.

Legal requirements:

The Personal Protective Equipment Regulations and The Control of Substances Hazardous to Health Regulations require that staff that are issued with PPE must wear it when indicated by a COSHH assessment or method statement. The employee is responsible for ensuring that the equipment is kept clean and in good order, any defects are rectified or reported immediately and that the loss of any item of PPE is also reported immediately.

The regulatory authorities have the power to prosecute an individual employee who fails to carry out any of the above requirements and, if found guilty, they would be liable, for each offence, to a fine not exceeding £5,000.00 (five thousand pounds).

Customers' premises:

Field staff should be aware that there would be varying conditions at Customers' premises that will require personal protective equipment to be worn as part of the site conditions. Where this is indicated by blue mandatory warning signs, failure to comply may result in staff being asked to leave the site or the regulatory authorities may institute legal proceedings. Any PPE relating to special conditions or processes would normally be provided by the Customer for the period that work was being carried out at the premises.

Types of protection given by PPE:

Hand protection:

Gloves are used to protect against cuts and abrasions, extremes of temperature, skin irritation and dermatitis, contact with harmful substances and protection from electric shock from live conductors.

Eye protection:

Goggles and visors are used to protect against the hazard of impact from objects and splashes of chemicals. Safety spectacles provide more limited protection but the lenses can be made to the prescription requirements of the wearer. Photo-chromic lenses will adjust to the amount of light available to reduce glare and eyestrain. Glare screens are also available to fit over visual display units.

Head protection:

If there is a risk of scalp injuries, grazes and cuts then a scalp protector or bump cap is appropriate. If the work is of higher risk then a full hard hat is required to give protection to the skull. Hard hats should be of an appropriate size for each wearer, have an adjustable head band with a sweatband and if required be fitted with hearing defenders. Manufacturers' advice on shelf life should be adhered to as the plastic becomes brittle over time. The hats should not be stored in direct sunlight or painted as this causes them to become brittle more quickly.

Foot protection:

Safety footwear includes boots or shoes with a steel toecap to protect the front of the foot from crushing injuries in the event of a falling object. They are also available with a steel plate in the sole to provide protection from sharp points penetrating the sole. They should have good quality treaded soles for reasonable grip and slip resistance and can also be obtained with soles that are resistant to attack by acids and oils.

Hearing protection:

Assess the noise exposure risks and if necessary select suitable hearing defenders and ensure that all relevant staff are instructed and trained in checking and using the equipment. The choice will be between disposable earplugs that are a foam material inserted into the ear canal and earmuffs that sit on or across the head with cups pressed against the ears. In both cases the material absorbs the noise energy thus reducing the exposure at the eardrum and into the inner ear. For permanent defenders, such as earmuffs, care must be taken to provide a clean and secure store for them when not in use.

Body protection:

Clothing to provide warmth and a degree of water protection is usually issued to work outdoors in poor weather conditions. High visibility jackets and vests may be required at times of poor lighting or if there is vehicular traffic in the work area. For general work on Customers' premises polycotton coveralls are provided which must be laundered regularly to protect the skin from chemicals which the staff regularly use or from general fouling which occurs in the workplace.

For very dirty work disposable paper coveralls are provided which include a hood that covers the head.

Special equipment:

Staff working at heights and in the absence of a safe working platform (or as a supplementary safety measure to the design of the working platform) may require the use of a harness that is attached to a fall arrester. Provided that the harness lanyard is clipped securely to a suitable anchorage point, with the harness correctly worn around the waist, between the legs and over the shoulders, if the person falls the fall will be arrested within a metre or two. During the fall when the weight of the body begins to be arrested a section of the connection will tear in a controlled way, absorbing the energy and preventing injury (it isn't falling, but stopping which causes harm). Staff issued with such equipment must have been trained in the correct method of use and how to inspect the harness before each day of usage. Fall arresters must be disposed of once a fall has been sustained. Harnesses when not in use should be securely stored so that they are protected from damage.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

CSS Pest Services is aware that a considerable number of work activities will involve the use or handling of materials which have the potential for harming health and accordingly will take steps to reduce such use, as far as is practical, and to provide safe systems of work for the handling of such materials.

All staff when performing risk assessments will pay special attention to potential risks from hazardous substances and will seek to minimise their use, where possible use safer substitutes and ensure that a safe system of work is employed.

The Technical Director has the responsibility to ensure that no hazardous substance will be introduced into the workplace until it has been properly evaluated by reference to the Manufacturer's Safety Data Sheet (MSDS) and a written COSHH assessment has been prepared. Staff must be provided with full training and instruction on the new substance.

Staff are reminded that all materials and substances used at work should be treated with respect, care being taken to read labels on containers, follow any directions as to safe use and take heed of any risk warnings. Where a COSHH assessment has been prepared this will indicate all the personal protective equipment required to be worn.

If there is any suspicion that a member of staff may be affected by the use of a material or substance at work this should be notified to the Manager who may request that he/she consult their GP or visit a medical practitioner appointed by CSS Pest Services. Consultation with the Employment Medical Advisory Service (EMAS) may also be appropriate.

Legal requirements:

The Health and Safety at Work Act 1974 requires all employers to provide safe places and systems of work, including safety in connection with the use, handling, transport and storage of substances.

The Control of Substances Hazardous to Health Regulations require that before any worker is exposed to a hazardous substance, it is subject to an assessment so that the appropriate precautions can be taken.

Control of hazardous substances:

Most of the pesticides and chemicals used/applied by CSS Pest Services are hazardous to humans and animals and a few are toxic. When storing and handling them, strict attention must be given to the various legal requirements. Manufacturers' instructions, precautions and label requirements for each individual substance must be adhered to.

The MSDS and COSHH assessment must be on file in the Branch and must be provided to the Customer if requested. Only pesticides and chemicals that have been approved by the Technical Director must be used.

All stores should have the correct warning signs. Safety equipment, first aid and washing facilities must be kept in good order and repair.

Pesticides and chemicals should at all times be stored in the original containers or, where this is impractical, in containers with a copy of the manufacturer's label affixed.

No chemical may be stored in unlabelled containers. All containers must be sealed, clearly labelled with the name of the chemical and safety precautions including Hazchem symbol if one has been designated.

Suitable protective clothing and equipment must be worn at all times when handling chemicals. Rubber or synthetic gloves should be worn during handling. Suitable respirators should be worn at all times where there is the risk of inhalation of dust or droplets. Eye protection should similarly be worn.

Suitable gloves should be worn when handling dead carcasses. Specific personal protective equipment is applicable for certain operations, e.g. ear defenders must be worn when drilling, protective equipment including a bee veil must be worn when dealing with wasp nests.

Prolonged exposure to chemicals can cause increased sensitivity or reactions resulting in irritation, rashes and skin disorders. Good personal hygiene practices are therefore required. Wash hands frequently and make use of barrier creams. Where specific chemicals cause severe reactions, exposure must be prevented completely.

Chemicals spilt on floors can create slippery surfaces. Wear correct footwear that grips on wet surfaces. Remove spillages immediately. If skin contact with chemicals does occur, follow the safety instructions on the manufacturer's label. Some chemicals react together, e.g. acid based descaling fluids coming into contact with bleach give off poisonous chlorine gas. Avoid such chemical reactions.

All empty containers previously containing chemicals, should be cleaned and disposed of according to the manufacturer's label instructions. All mixing/dispensing equipment must be cleaned after use.

When mixing concentrates with water, always add the concentrate to the water to minimise the risk of accidental splashing - never add water to a concentrate.

All wounds and skin abrasions must be kept covered with a suitably sized waterproof dressing when handling chemicals. These dressings must be blue and metal detectable when working in food premises.

All chemicals must be applied in a manner to make them inaccessible especially to children and non-target animals. Where complete inaccessibility is not possible, all practicable measures should be taken to make them inaccessible. The occupier of the premises should be advised in writing of any possible danger under these circumstances.

Where chemicals such as pesticides are applied and left on site, e.g. rodenticides, the occupier or his agent should be advised of the location, trade name, active ingredient and emergency contact number. Prior to commencing all work involving chemicals, a site risk/COSHH Assessment must be made by the Sales Surveyor or technician on the first visit. Details must be recorded in documentation left on site.

Under no circumstances will Pesticides/Fluids/Chemicals be given to a customer or members of the public for their own use. Such action will be deemed to be Gross Industrial Misconduct.

When engaged in chemical application, full protective clothing must be worn from the time of commencement of mixing to washing of equipment after use. If spraying out of doors, keep upwind to avoid spray drift, if applying above head height, wear suitable personal protective equipment.

For dust application, space treatment or fumigant application, always use personal protective equipment recommended by the manufacturer. Never attempt to repair a defective sprayer whilst it is under pressure and never attempt to clean a choked nozzle by blowing through it.

After application operations have ceased, face and hands must be thoroughly washed in soap and water especially after mixing poisons, hazardous chemicals, after spraying operations, before eating, drinking or smoking. It is good practice to wash your hands after each service call.

If, at any time during treatment operations, you feel faint, drowsy or ill, stop work immediately, advise your manager or supervisor and seek medical attention taking with you your Material Safety Data Sheets for the chemicals you have been working with.

ASBESTOS

CSS Pest Services is committed to the health, safety and welfare of its employees. We recognise that asbestos may be present in some of the areas of our work and wish to minimise the risk to employees through our policy and procedures.

The Control of Asbestos Regulations contain an explicit duty to assess and manage the risks from the presence of asbestos. The requirements are placed on duty holders i.e. Client, Tenant, owner of building etc., who should:-

- Take reasonable steps to determine the location of materials likely to contain asbestos
- Presume materials to contain asbestos, unless there are good reasons not to do so
- Make and maintain a written record of the location of the asbestos and presumed asbestos materials
- Assess and monitor the condition of asbestos and presumed asbestos materials
- Assess the risk of exposure from the asbestos and presumed asbestos materials and prepare a written plan of the actions and measures necessary to manage the risk (ie the “management plan”)
- Take steps to see that the action above are carried out.

Asbestos Surveys

There are two types of survey, Management Surveys and Refurbishment and Demolition Surveys and these should be undertaken by a competent person.

Management Surveys are a standard survey carried out for the continued management of asbestos in premises. The purpose is to locate the presence and extent of any suspect ACM's (Asbestos Containing Materials) and assess their condition. All areas should be accessed and inspected as far as is reasonably practicable and any areas not accessed must be presumed to contain asbestos and clearly stated in the survey report.

Refurbishment and Demolition Surveys are used to locate and describe all ACM's in the area where refurbishment work will take place or in the whole building if demolition is planned. The survey will involve destructive and intrusive inspection as necessary to gain access to all locations, including those that are difficult to reach. The survey is primarily designed to identify ACM's so that they can be removed in preparation for refurbishment or demolition.

Where appropriate the Sales Surveyor or Service Technician is responsible for obtaining a copy of the survey from the Client.

Changes to legislation relating to asbestos removal work now give three choices:-

- Notifiable Licensed Asbestos Removal – which is notifiable to the HSE with 14 days' notice (no change to previous legislation).
- Notifiable Non Licensed Work (NNLW) – Friable asbestos or asbestos likely to become friable during the work
- Non-notifiable Non-licensed Work with Asbestos – Non Friable and covered in a Task Sheet in HSG210

Notifiable non-licensed work will normally include short duration maintenance and removal work with asbestos insulation, removal of textured decorative coatings where the material is destroyed eg. by scraping it off, and short duration removal of AIB as part of refurbishment. This work is subject to three requirements:-

- The work must be notified to the HSE
- A written record must be kept
- Persons removing asbestos must have a medical examination

Non-notifiable non-licensed work will include short duration 'maintenance' work involving AIB which is in good condition and will not normally need to be notified.

Customers' premises:

The Sales Surveyor or Service Technician carrying out a risk assessment will enquire if an asbestos register is available for the property or if any asbestos containing materials (ACMs) are known to be present. This information and any other relevant observations made during the inspection regarding the presence of ACM's will be recorded as part of the site risk assessment. This assessment should be carried out prior to commencement of any works on site.

If any ACMs are present the associate carrying out the risk assessment should ask the questions:

- Is our work activity likely to disturb any ACM?
- Are we likely to come into contact with any ACM?

The Customer also has a duty to provide a safe place of work and have safe systems of work and would be guilty of an offence if maintenance or other works inadvertently damaged unlabelled, unidentified asbestos materials, which put our employees at risk.

For any construction / building projects, the Client should advise of the presence of any asbestos. This should be recorded on the Risk Assessment, which should be supplied to field employees carrying out any work.

Where asbestos is present and the risk assessment indicates that our employees may come into contact with it then no work will be carried out until approval of the written method statement is obtained from the Technical Manager and the Customer.

Where any hidden unrecorded asbestos is found all work will cease forthwith and the facts reported to the Technical Director and the Customer.

Company Premises

If CSS Pest Services are responsible for the premises, the Technical Director will liaise with the Company Secretarial Officer to ensure that an asbestos survey is carried out by a suitably qualified surveyor. This will establish the location, form, type and condition of any asbestos together with an evaluation of the likelihood of the material being damaged or worked on in the future.

The results of the surveys will be recorded in an asbestos register for each premises and this register will be consulted whenever building maintenance, repair or alteration works are considered. The Area Manager or nominated Responsible Person will ensure that the register is made available to any contractor or maintenance personnel engaged to work on the premises.

Materials containing asbestos shall be labelled where appropriate and subject to regular inspections and any necessary maintenance carried out to minimise the risk of fibre release.

Results of the survey will be forwarded to the Company Secretarial Officer.

Hazards associated with asbestos

Breathing in air containing asbestos dust (fibres) can lead to asbestos related diseases, mainly cancers of the chest and lungs. Asbestos was widely used as a component in building materials, as well as insulation and other applications until the late 1900's. Wherever materials containing asbestos are located there is a hazard that can become a serious risk if the materials are disturbed and damaged releasing airborne fibres.

Training

All field-based employees will receive training on asbestos awareness and company procedures associated with asbestos when they join the company.

It is now HSE recommended practice for operatives to receive refresher training every 12 months.

NOISE

CSS Pest Services will seek to protect staff both from hearing damage caused by exposures to loud noise and from distraction and nuisance caused by noise at lower levels.

All staff are required to comply with this policy by co-operating actively with any noise control programme that may be deemed necessary.

At any of CSS Pest Services premises any work and/or location, which is suspected of exposing staff to loud noise will be subject to a formal noise assessment by a technically competent person.

The CSS Pest Services Noise Risk Assessment Form is available at the Branch for this purpose.

The Technical Director will ensure that Sales Surveyors and Service Technicians make diligent enquiries at Customers premises to determine if staff will be exposed to loud noise and if so carry out the necessary risk assessment having regard to the nature and duration of the works to be carried out. All field-based staff will co-operate fully with any restrictions imposed by the Customer, at their own premises, for the purposes of their own noise control requirements.

Any worker identified as being exposed to noise levels in excess of 80dB(A) measured/calculated over 8 hours (or equivalent for longer working periods) shall be advised of the risk of noise exposures and of the availability of hearing protection.

If any worker is identified as being exposed to noise levels in excess of 85 dB(A) measured/calculated over 8 hours (or equivalent for longer working periods) efforts shall be made to reduce the noise emission and reduce the time of exposure. If such measures cannot be effected immediately and exposure cannot be reduced below 85 dB(A) the employees exposed shall be required to wear hearing protection.

Any work area on CSS Pest Services premises in which staff report that noise distracts or represents a nuisance shall be subject to an assessment to ascertain whether this is the case and whether the noise levels may be reduced.

All new equipment and machinery purchased shall require a check on noise emissions (information from the supplier) and quieter machinery selected preferentially.

Ear protection: Hearing defenders are available in two main types, earplugs and earmuffs. Earplugs, such as foam inserts, require placement into the ear canal by clean hands. Earmuffs are heavier, but some staff find them preferable and they are of use in conditions where hand soiling is anticipated. It is also possible to obtain earmuffs that are an integral part of a hard hat where head protection is also necessary.

The competent person carrying out the noise measurements for the assessment process should be requested to advise on the standard of hearing protection required, but it should be noted that in most office areas noise levels are not likely to exceed the standard and where they do, such as in plant rooms, most hearing protection, if correctly worn, will reduce the noise energy exposure to an acceptable level.

How noise can cause hearing loss: The exact relationship between hearing ability and noise exposure is complex and uncertain, but essentially the inner ear which detects the frequency and volume of sound is a very delicate organ which is progressively damaged by excess noise energy. When this damage occurs, it specifically harms the ability to hear around the frequencies of human speech where the ear is normally most sensitive. As a result, other sounds begin to mask human speech and people with noise induced hearing loss suffer severe personal communication problems to the point of isolation.

Measurement of noise levels:

Noise is measured by using a microphone to transduce the sound waves in air into electrical signals that can then be detected, measured and recorded. The noise instruments can measure sound in a general environment, or in a small compact version that can be worn by an individual to characterise his/her noise exposure for a working period.

FIRE PRECAUTIONS

CSS Pest Services is committed to the provision of safe workplaces and this includes appropriate fire precautions to prevent fires, detect them if they arise and ensure the safe and swift evacuation of everyone from a building in which a fire has started or is suspected.

The Branch Responsible Person will ensure that there is compliance with the general requirements for good fire protection, including the maintenance and testing of fire detection and firefighting equipment, the provision of suitable fire exit routes with appropriate signage and maintained and tested emergency lighting (where installed). The Branch Responsible Person shall also act as the senior person responsible for ensuring that there is both a co-ordinated staff training programme and that evacuation exercises are held at six monthly intervals and the outcomes evaluated with a view to maintaining emergency readiness.

Each Manager, when performing risk assessments within premises under his control, is responsible for checking on the local arrangements for fire protection including the maintenance of fire exit routes free from obstructions, the briefing of staff, co-operation with the appointment of Fire Marshals and participation in tests and drills.

Managers who appoint or manage Sub-Contractors to work in or on CSS Pest Services premises are required to ensure that the fire safety precautions are brought to their attention and receive assurances that they will be respected and complied with.

Each appointed Fire Marshall shall on a day-to-day basis seek to maintain reasonable awareness amongst staff of the fire precautions within the building and in the event of an emergency (or drill) check on the effective evacuation for that area of the building for which he or she is responsible, assist staff to gather at the external assembly point and liaise with the senior person and/or fire brigade in terms of information on missing persons or the location and type of fire.

Every staff member is responsible for maintaining fire safety by not creating fire hazards with either flammable materials (careful storage, disposal) or sources of ignition (smoking, electrical equipment). Fire exits and escape routes must be kept clear and in the event of an alarm, staff are required to make an orderly exit and assemble at the appointed assembly point. Staff hosting visitors are required to draw their attention to the fire safety arrangements and to guide them out in the event of an evacuation.

Field-based staff must, on arrival at a Customer's premises, determine the existing fire precautions, familiarise themselves with the means of escape in case of an emergency and comply with any specific site requirements. Any deficiencies in the fire precautions indicated by the site risk assessment must be addressed before any work is commenced and, where this is not possible, the employee must leave the site and report the details to the Manager.

MANUAL HANDLING

The Technical Director will identify, as far as is possible, any manual handling operations, which have the foreseeable potential for causing an accident and injury at Customers premises.

Similarly the Branch Responsible Person will do this for all company premises under their control.

All such operations shall be subject to a risk assessment to establish if environmental improvements and/or a reduction of the load and/or mechanical aids may be provided to reduce the risk of an accident.

The CSS Pest Services Manual Handling Assessment Form is available to each Manager to enable them to carry out a proper assessment when required.

Employees are responsible for carrying out their own assessment of the task to be performed and under no circumstances must manual handling be contemplated if the load is too heavy, too large, too awkward or beyond their reasonable capabilities. IOSH recommend that the maximum load that a person should lift and carry is 25 kilos for males and 16 kilos for females.

All manual handling shall be carried out by workers provided with appropriate training in lifting and handling techniques.

All relevant employees are reminded of their obligation to participate in training provided by CSS Pest Services to ensure that they understand how, safely, to handle manually and to work to the guidelines provided in that training.

All employees must report to the Manager or Branch Responsible Person any problem with manual handling, defects in environment or equipment, or personal health status which could affect their ability to work safely.

General requirements:

Report any pre-existing relevant medical conditions to your manager/supervisor e.g. back conditions, other muscular injuries, recent operations, pregnancy etc. Failure to do so may result in work being allocated to you, which is beyond your capability, putting you at risk and also represents a breach of your contract of employment.

Check the environment for tripping hazards, poor lighting, spillages etc. as anything of this nature increases the likelihood of a loss of balance whilst carrying and correcting that loss can easily strain muscles and cause injury.

Make use of mechanical aids such as trolleys, wheelbarrows, block and tackle, fork-lift truck etc. prior to which ensure that such equipment is fit for that purpose.

Limit the load to that which is suitable for the individual and/or the equipment being used and do not overstrain to lift or move something which does not feel immediately comfortable and within your capability. Avoid and minimise stooping, stretching and twisting.

Grasp objects firmly and lift keeping the back and neck straight, using the legs and bending the knees to achieve the lift.

Share tasks with colleagues, if they are capable, but remember that two people cannot lift twice the weight of one as there are losses associated with co-ordination.

Report any problems with the size or frequency of the load, the environment or the equipment available to your immediate supervisor. Additional information on manual handling: Heavy items, or even lighter ones when held away from the body, may cause injury. Such items should only be moved if it is necessary to do so. Large boxes of materials should be broken down and moved in sections. Wherever practicable, the load should be lightened. If objects require regular movement, consider

obtaining and using a mechanical aid such as a sack truck. Use a mechanical aid rather than brute strength. If something has to be moved and there is the potential for harm, make use of the correct techniques to minimise the problem. Injuries may be avoided by using the body carefully, taking care not to strain or cause undue pressure upon the spine or stomach. A number of fundamental principles should be followed:

Correct grip – an object is less likely to be dropped if it is held firmly in the palms of the hands rather than the fingers. This ensures a more secure grip and allows the arms to be kept straight, transferring the weight of the load to the body.

Arms close to the body – a weight carried close to the body will enable the whole body to support the load. The body is capable of supporting tremendous weight without stress.

Chin in – tucking in the chin will elongate the neck and prevent injury in that region. It also enables easier breathing.

Straight back – the maintenance of a straight back is the most important principle of all. By keeping the back straight, pressure on internal organs is reduced and there is no pressure on the discs of the spine. Back muscles are then unlikely to be strained.

Foot position – the body must be in balance when lifting or carrying, otherwise the lifter is likely to fall or cause undue strain trying to maintain balance. Putting one foot forward and to the side of the object gives better balance and control whilst lifting.

Use of the legs – the leg muscles are the strongest in the body and should be used as much as possible when lifting heavy objects, bending at the hips and knees whilst keeping the back straight allows these strong muscles to work well and safely. Lifting, carrying and moving objects should be limited to the extent that you are confident of doing so without risk of personal injury – if in doubt don't lift.

WORKING AT HEIGHT

CSS Pest Services is committed to providing a safe and healthy workplace and this includes work in any place, including a place at or below ground level where a person could fall a distance liable to cause personal injury. This also includes access to and egress from the workplace.

CSS Pest Services will ensure that work at height is properly planned, appropriately supervised and carried out in a manner which is so far as reasonably practicable safe. Planning of the work will include the selection of work equipment, planning for emergencies and rescue and that the work will only be carried out when the weather conditions do not jeopardise the health or safety of the persons involved in the work.

NB: In all instances priority should be given to fall prevention and fall protection rather than fall arrest.

CSS Pest Services will ensure that no person engages in any activity, including organisation, planning and supervision, in relation to work at height or work equipment for use in such work, unless he/she is competent to do so or, if being trained, is being supervised by a competent person.

The Manager will ensure that the measures to be taken for work at height will take full account of the statutory risk assessment; that such assessment is suitable and sufficient and that work at height will not be carried out where it is reasonably practicable to carry out the work safely, otherwise than at height.

The Manager shall supervise the works and ensure that all hazards are positively identified and steps taken to eliminate all foreseeable risks:

1) Access and Landing Places

All ladders used for access to elevated work positions, working platforms or roofs must comply with the requirements of British Standards.

2) Landing Places

All landing places must be of adequate dimensions and provided with guard-rails and toe boards

3) Openings, Corners, Breaks, Edges and Joisting in a Floor

Where persons are liable to fall a distance likely to cause injury, edge protection must be provided.

All holes in floors etc. must be similarly guarded or securely covered. The cover must be of suitable material, securely fixed and clearly marked 'Hole Below'

Open joists through which a man could fall a distance likely to cause injury must be boarded over to provide safe access to a working place.

Guard rails, toe boards and covers may be removed to allow access to men and materials but must be replaced as soon as possible.

4) Crawling Ladders/Boards

Crawling ladders and crawling boards must be:

of good construction, strong enough to enable the planned work to be carried out, and properly maintained.

properly supported so as to provide a safe working platform

securely fixed to the sloping part of the roof by means of a ridge hook placed over the ridge. Ridge hooks must not bear on ridge tiles or capping tiles.

5) Safety Nets, Belts and Harnesses

Safety nets, belts and harnesses must be used where it is impractical to provide standard working platforms with guard rails and toe boards. Even when safety nets are installed every effort must be made to provide a working platform above the net.

In situations where pedestrians and traffic pass beneath the work area, a safety net used in combination with a fine mesh debris net will protect those below from falling objects and hold a man if he falls.

Where safety nets cannot be erected, safety belts or harnesses can be used instead as a last resort, providing that a risk assessment has been completed and the equipment is always worn and a safe anchorage is available.

Safety nets, sheets, belts and harnesses etc. must be properly maintained.

6) Ladders

Access equipment will be checked by the Manager before use to ensure that there are no defects and will be checked at least weekly whilst in use.

Where a defect is noticed or equipment is damaged, it will be taken out of use immediately.

Ladders will only be used for work of a short duration i.e. 20 minutes.

Ladders should never be painted.

Always set ladders at their most stable angle - a slope of four units up to each unit out from the base.

Ladders must be guarded against slipping, preferably by securing them at the top, or at the sides or foot. Note that a second person footing a ladder is acceptable only if the ladder extends to a height of less than 6 metres.

Ladders will not be used to provide access or a working platform if the type of work cannot be carried out safely from a ladder (e.g. carrying large items, work requiring both hands etc.)

Use a ladder stay or similar device to avoid placing ladders against a fragile surface (e.g. plastic guttering).

Methods of use which will result in damage to the ladder will not be permitted, e.g. securing ladder with scaffold clip, placing board on rung to form working platform or ramp etc.

Never place ladders where there is a danger from moving vehicles, overhead cranes or electricity lines.

Make sure that ladders have a firm and level footing, never use unsteady bases such as oil drums, boxes or planks. Do not support ladders on their rungs.

Extending ladders should only be used if they have an overlap of at least three rungs.

Ladders must not be secured by their rungs; lashings should be secured around the stiles.

Over-reaching leads to over-balancing. Both thighs and hips must be kept between the stiles. The working position should be not less than 5 rungs from the top of the ladder.

Never slide down ladders, when climbing or descending a ladder grip the styles, not the rungs.

Proper storage must be provided for ladders, under cover where possible and with the ladder supported throughout its length.

Never walk on fragile roofing material such as asbestos cement sheets or glass. Beware particularly of over-painted glass.

Never climb a ladder or access a roof in high wind conditions.

Always ensure that tools and materials cannot fall from a ladder or roof.

Falls associated with working at heights account for more deaths and injuries in the construction industry than any other activity.

Following safe procedures and the provision and proper use of correct safety equipment, can prevent nearly all deaths resulting from falls from heights.

The Manager will ensure that all Field Staff, where necessary, are trained and certificated in the use of Ladders & Stepladders, Mobile Elevated Work Platforms and Mobile Aluminium Scaffold Towers. In addition, that all persons who manage, supervise or regularly carry out work at height are certificated in Managing Work at Height.

The Branch Responsible Person will ensure that Sub-Contractors and contractors employed to carry out works on CSS Pest Services premises comply with the statutory requirements for work at height.

FIXED SCAFFOLD AND MOBILE ACCESS TOWER

Numerous Guidance Notes and British Standards are available for the use of access scaffold including:

NASC Guidance Note SG4:15:
Preventing Falls in Scaffolding and Falsework

A Guide to Practical Scaffolding (CITB Publication)

HSE Guidance Note GS 15 General Access Scaffold

HSE Guidance Note CIS10 (rev4) Tower Scaffolds

Standard BS-EN12811

NASC TG20:13 Technical Guidance Note on the use of BS-EN12811

PLANNING PROCEDURES

At tender or negotiation stage, the requirements of the above standards will be allowed for.

If a scaffold is to be erected on a public highway the Manager must contact the appropriate highway authority and obtain permission.

The Manager shall arrange for the required scaffold to be provided taking into account the standards above and the work to be carried out.

The Manager shall ensure that any scaffolding Contractor employed to provide, erect, modify or dismantle scaffolding is experienced and competent.

SUPERVISION

The Manager shall ensure that warning notices are displayed on any partially complete scaffold, and that access is blocked.

The Manager shall ensure that when the scaffold is complete a handover certificate is obtained from the scaffolding Contractor specifying:

- scaffold is complete and complies with The Construction (Design and Management) Regulations 2015
- distributed loads permitted on working platform
- guarding of working platforms
- bracing and ties complete
- inspection required once per week or following exposure to adverse weather
- employer's responsibility for work people
- no tarpaulins to be fixed unless scaffold specifically designed
- no unauthorised modifications or alterations to be made.

The Manager shall ensure that where there is any danger of falling objects that brick guards are fitted. If there is no danger of falling objects intermediate guard-rails must be fitted to all working platforms.

INSPECTIONS

The Manager must ensure that no scaffold is used unless it has been inspected by a competent person:

- within the previous 7 days

- after exposure to adverse weather conditions which may have affected its strength or stability,
OR
- after any substantial modification or alteration.

Findings must be recorded on Form F91, Part 1 Section A or other prescribed form.

If the contract will last more than 6 weeks records must be kept on site.

SAFE SYSTEMS OF WORK

Scaffolding must only be erected, altered and dismantled under the supervision of a competent person and by people with adequate experience.

Scaffold must never be overloaded

Materials must not be stored on scaffolds unless use is intended in a reasonable time.

Materials must be evenly distributed, preferably near to standards

Platforms and gangways must be kept clean and free from rubbish or obstruction

Materials must never be thrown from a scaffold. Where possible mechanical hoists or rubbish chutes should be used.

Work must never be undertaken from platforms which are not fully boarded

Whenever scaffolds are left unattended unauthorised access must be prevented eg by removing all access ladders at ground level.

MOBILE ACCESS TOWERS

There are many types of mobile access towers available and the manufacturer or supplier has a duty to provide an instruction manual which explains the erection sequence, including any bracing requirements. They should be erected following a safe method of work and should only be erected by competent people trained to PASMA level. CSS Pest Services employees have received suitable training in the erection of mobile access towers. Regular inspection of the relevant components should show no signs of rust or damage, suitable means of access must be provided inside the tower, toe boards and guard rails must be provided at the suitable heights i.e. toe board 150mm, intermediate guard rail 470mm and the top guard rail 950mm and it must be suitable for the task with manufacturers guidelines followed in relation to the height to base width ratio. A maintenance and inspection regime must be in place to ensure the tower remains safe at all times. Defect towers will be taken out of service.

Never use a tower:

- as a support for ladders, trestles or other access equipment
- in weather conditions which are likely to make it unstable
- with broken or missing parts
- with incompatible components

When moving a tower:

- reduce the height to a maximum of 4m
- check that there are no power lines or other obstructions overhead
- check the ground is firm, level and free from potholes
- push or pull using manual effort from the base only – never use powered vehicles
- never move it while there are people or materials on the tower

- never move it in windy conditions

Towers must be inspected:

- after assembly in any position
- after any event liable to have affected its stability
- at suitable intervals depending on frequency and conditions of use and at intervals not exceeding seven days
- Inspection reports must be kept at the site where the inspection was carried out until construction work is completed and thereafter kept at the office for three months.

When towers are used in public places, extra precautions are required:

- erect barriers at ground level to prevent people from walking into the tower or work area
- remove or board over access ladders to prevent unauthorised access if it is to remain in position unattended.

USE OF WORK EQUIPMENT

CSS Pest Services Limited is committed to the selection, installation, use and maintenance of work equipment such that the health and safety of users and maintenance staff are protected.

The Manager when performing risk assessments on the activities of his staff, is required to check on the work equipment used, to ensure that it is suitable for the purpose, in good condition, subject to maintenance arrangements and that the staff authorised to use it are adequately trained.

The Manager is required to ensure that items of plant and equipment associated with work activities are suitably designed for the intended use, properly installed where applicable and regularly maintained for safety.

All members of staff are required to abide by any rules concerning authorisation for the use or maintenance of equipment and to report as soon as possible any faults, which they identify with any item of equipment. If the fault is likely to cause injury, the staff member is required to cease its use, take it out of service and report the circumstances to his/her Manager.

To enable CSS Pest Services to be in full control of its work equipment all members of staff should be aware that it is expressly forbidden to use work equipment that is not CSS Pest Services property (except for equipment hired by CSS Pest Services). This also applies to any ancillary equipment e.g. mains voltage radios that have not been safety tested.

NB: The exception to this requirement would be where suitable access equipment is available at a Client's premises that will provide safe means of access to the proposed workplace. In such circumstances, (subject to a safety check, a risk assessment and permission from the Customer), such equipment can be utilised.

Legal requirements:

The Health and Safety at Work Act 1974 requires all employers to provide safe places and systems of work.

The Provision and Use of Work Equipment Regulations impose a range of duties associated with the equipment itself and the environment and arrangements surrounding it to ensure safe use. The main function of the Regulations is to control access to dangerous machinery and ensure proper safeguards are in place, set standards for proper maintenance and servicing of work equipment and ensure users of equipment (who may be employees or even visitors) have proper information on how the equipment should be used.

The Workplace (Health, Safety and Welfare) Regulations 1992 address certain environmental issues concerning lighting, safe access, ventilation etc. which are all directly or indirectly relevant to the provision of a safe workplace for the use of equipment.

WORKING IN CONFINED SPACES

CSS Pest Services Limited is committed to providing a safe and healthy working environment within its premises and at customers sites and recognises the dangers of working within confined spaces. Every Manager is responsible for ensuring that this policy is implemented, together with those responsible for premises management and any activities whether by directly employed associates or contractors.

Confined spaces are generally defined as substantially, if not completely, enclosed work areas such as sewers, oil or chemical storage tanks, silos etc. accessible through inspection hatches, service ducts etc.

DANGERS IN CONFINED SPACES

Oxygen Deprivation – Suffocation

Normal air contains around 21% oxygen. A fall to 17% will start ill effects which will include the loss of co-ordination and concentration together with abnormal fatigue. A fall to 10% results in breathing difficulties, and unconsciousness and death can quickly follow.

Oxygen deprivation may be the result of:

The displacement of oxygen by gas leaking in from elsewhere, or the deliberate introduction of purge gas

Oxidation. Rusting or bacterial growth using up the oxygen in the air

Oxygen being consumed by people breathing, or by any process of combustion

Welding

The prior discharge of a fire extinguishing system containing halon or carbon dioxide.

Toxic Atmospheres

However much oxygen is present in the atmosphere, if there is also a toxic gas present in sufficient quantity it will create a hazard. Some of the toxic gases which could be encountered include:

Hydrogen sulphide, usually from sewage or decaying vegetation

Carbon monoxide from internal combustion engines, or any incomplete combustion, especially of LPG.

Carbon dioxide from any fermentation or being naturally evolved in soil and rocks, or coming from the combustion of LPG

Fumes and vapours from chemicals such as ammonia, chlorine, petrol or solvents.

Whenever a toxic gas, fume or vapour that may be hazardous to health is thought to be (or known to be) present, then an assessment of the risk to health must be made and the appropriate control measures put into place to eliminate or control the risk.

Petrol and diesel engines create carbon monoxide and LPG engines create an excess of carbon dioxide. The use of any form of internal combustion engine within a confined space must be prohibited, unless a specifically dedicated exhaust extraction system is operative.

Flammable Atmospheres

Some gases need only be present in very small quantities to create a hazard such as:

Petrol or LPG, propane, butane and acetylene

Methane and hydrogen sulphide

In an explosive or flammable atmosphere a toxic or suffocating hazard may also exist.

Hostile Environments

Apart from the hazards detailed above, other dangers may arise from the use of electrical and mechanical equipment, chemicals, dust, welding fumes etc.

Extremes of heat and cold can be intensified in confined spaces and further danger can exist in the sheer difficulty of access and egress from the work area. The potential hazard of an inrush of water, gas, sludge etc. due to failure of walls or barriers or leakage from valves, blanks etc. will all be considered at the risk assessment stage.

TRAINING

All operatives undertaking any work in confined spaces will be provided with training appropriate to the work to be undertaken.

Employees will be provided with any relevant risks which exist together with any control measures designed to eliminate or control those risks.

SAFE SYSTEMS OF WORK

A permit to work system in which all steps are planned and all foreseeable risks are taken into account will be undertaken for any necessary confined space working.

When confined space working is necessary a preliminary meeting will establish effective lines of communication in order to minimise any risk of subsequent misunderstanding.

The exact sequence of work will depend on the specific operations to be undertaken but a risk assessment will always be used as the basis for developing the safe system of work.

Depending on the circumstances, atmospheric monitoring may be necessary. If atmospheric risks are identified, before an entry is made into a confined space tests will be carried out to establish the levels of oxygen, toxic and flammable gases in the atmosphere.

CAUSES OF ACCIDENTS

In order for work to be done safely in confined spaces great care will be taken over each step in the procedure. Common causes of accidents should be considered:

- Failure to put in place adequate emergency arrangements before work starts
- Failure to set up a safe system of work
- Failure to follow an established safe system of work
- Incorrect use of respiratory protective equipment
- Use of incorrect type of respiratory protective equipment
- Failure to use safety harnesses and lifelines
- Ill-conceived and executed rescue attempts

RESUME OF SAFE WORKING PROCEDURES FOR CONFINED SPACE ENTRY

Ensure only competent persons enter the area

Ensure that the confined space is monitored for gas prior to entry

Ensure that gas monitors are located within the confined space at all times

Ensure when required that safety harnesses are worn

Ensure when required that personnel entering into the confined space are equipped with breathing apparatus

Ensure that there are clearly defined escape routes prior to entering the confined area

Ensure that Permits to Work have been issued by the Client

Ensure that all personnel entering into the confined area sign in and out

When working in the confined area, one person should be located outside, monitoring who enters and exits the confined area; he or she should remain in visual or verbal contact with the personnel working in the confined area at all times

Personnel working within the confined area to be fully equipped with all necessary personal protective equipment.

LONE WORKING

It is the policy of CSS Pest Services to take all reasonable steps to ensure that all persons working for or on behalf of CSS Pest Services or working on CSS Pest Services premises are not exposed to increased levels of risk by virtue of working alone. This will be achieved, where reasonably practicable, by managing the need to work alone, controlling access to lone working situations and controlling risks arising from working alone.

Where risks cannot be controlled to an acceptable level, lone working will not be permitted.

The Manager is required to ensure that risk assessments are carried out and the required precautions are implemented.

All colleagues are reminded of the potential risks associated with lone working and are required to follow any specified procedures. Any problems which are encountered should be reported to the Manager for evaluation.

Field-based colleagues:

All field-based colleagues are issued with mobile phones that may be used to summon assistance if required. Where a Sales Surveyor or a Service Technician has to visit an empty property known to have defects which may present a danger e.g. attack or structural defects, then he/she should arrange to be accompanied either by a second associate or a representative of the owner/agent.

Any associate, who has to work on his own in a property for a time, should notify his/her whereabouts to the Manager or a work colleague and give the relevant details.

A system should then be established to maintain contact during the work activity e.g. mobile phone call every 1 hour.

Where mobile contact is not possible, a safe system should be considered e.g. land line contact.

Any associate who is alone and feels that his/her safety is threatened for whatever reason should immediately leave the premises and contact the Manager and inform him/her of the circumstances.

Office-based colleagues:

Where colleagues are required to work either alone or in small numbers, before or after normal hours or during working hours, the Manager should carry out a risk assessment and implement any findings to ensure the safety of colleagues is adequately protected.

NB: Where it is not possible to devise arrangements for a person to work alone in safety then alternative arrangements providing help or backup are required.

USE OF COMPANY VEHICLES AND DRIVING AT WORK (including Road Rage)

CSS Pest Services recognises that driving is both necessary for working and also represents a hazardous activity and accordingly will take steps to reduce the identifiable risks as far as possible.

Managers, when performing risk assessments on the activities of their staff, will pay special attention to potential risks from driving and will seek to minimise the time taken each working day driving and also to implement the other guidelines to achieve the minimisation of risk.

Staff are reminded that, despite its familiarity, driving on the roads is by far the most hazardous activity most of them ever undertake.

The following precautions should be taken to minimise risk:

- Plan work to minimise driving requirements.
- Ensure that the vehicle is maintained in accordance with the manufacturer's instructions, including specific winter and summer precautions.
- Take sensible breaks and seek to avoid overlong days of work and driving.
- Report the development of any health problem, which may limit or prevent driving (such as epilepsy).
- Do not drive and use a mobile telephone unless a hands-free kit is fitted in the vehicle and even then keep the duration of calls to a minimum.
- Do not text whilst driving.

Guidance In the event of breakdown:

- Pull up near a building, where help may be available, if it is possible to choose your stopping place.
- Do not stay inside a vehicle that is disabled at the side of the road, unless you can be sure your vehicle cannot be hit by passing traffic.
- Sit in the passenger seat if it is safe to remain in your vehicle, (gives the appearance you are accompanied).
- Provide adequate warning to other drivers if your vehicle is incapacitated due to breakdown or accident.
- Do not attempt minor repairs (wheel change etc.) unless the location allows it to be done in complete safety.
- Do not hitch a lift if you are marooned in the middle of nowhere.
- Be cautious of strangers offering help.
- If accepting a lift from a passing vehicle, leave a note of the registration number in your own locked vehicle.

If there is any suspicion of a significant driving problem, further efforts shall be made to reduce risks starting with a process of reassessment by the Manager. When necessary the Technical Director will refer the findings of the reassessment to the Personnel Department.

Driver responsibilities:

Only authorised personnel with a correct current driving licence are allowed to drive CSS Pest Services vehicles and drivers are to immediately report any convictions for driving offences to the Branch Responsible Person.

Vehicles are to be locked and secured at all times when unattended.

Vehicles must be loaded in a safe manner. Chemicals or other hazardous substances must be kept in secure containers with close fitting lids. Any loads liable to move in transit must be securely fastened.

The vehicle first aid kit must be stocked and replenished as necessary.

All vehicles must carry Manufacturers' Safety Data Sheets (MSDS) and COSHH assessments for the materials in transit and, if relevant, Tremcards, Dangerous Goods Consignment Notes and show orange warning plates front and rear.

The theft of any pesticides from vehicles must be immediately reported to the Technical Director who will notify the police.

Road Rage Incidents

How Can Road Rage Start?

Road Rage can start if one driver does something to irritate another. The main things that cause Road Rage are:

1. Tailgating
2. Cutting up at islands
3. Inappropriate overtaking
4. Undertaking on motorways

What Usually Happens?

Road Rage involves drivers acting aggressively, typically tailgating and waving a few selected hand gestures. That's thankfully where most incidents end! However, sometimes things can get nasty and drivers will try to ram other cars. Occasionally, as we have seen in the media, Road Rage (although very rare) can have fatal consequences so beware.

What is Red Mist?

Red Mist is a psychological state that can arise when a driver is so determined to achieve some non-driving related objective, such as following a person who has annoyed them, that they can no longer assess driving risks realistically. Professional drivers such as police pursuit drivers and ambulance drivers, as part of their extensive training, are very aware of red mist. The nature of their job, whether it is driving to a road traffic accident or following a 14-year-old who has just stolen a car, could so easily result in them becoming frustrated and angry, or taking dangerous risks for "a noble cause".

How to Stop The Red Mist Coming Down

The best way to overcome this is to firstly realise the symptoms. This usually is a feeling of anger and frustration. Once you have acknowledged how you are feeling it's easier to deal with. The best way (although it does vary from driver to driver) is to try to objectively describe the situation you are in and not become emotionally involved in the situation. This is often very effective. Using this technique can help you defuse anger from a Road Rage incident.

Road Rage Courses

CSS Pest Service can offer a bespoke road rage course for drivers that want to address this. Cost of this course would be discretionary

Instructions for mobile phone use:

The law states you must have proper control of your vehicle at all times. The penalties for persons apprehended for breaking the law by using a mobile phone whilst at the wheel are 6 points on your

driving licence and a £200 fine. However, young drivers with less than 2 year's driving experience will face disqualification from driving.

Whilst driving, either:-

- switch off your phone
- use the message facility
- let a passenger make or answer a call
- obtain and use an earpiece/headset.
- park in a safe place to make calls or receive messages
- do not text whilst driving

Hands Free Mobile Phones:

- It is safer not to use hands free equipment whilst driving.
- Conversations using hands free equipment can distract your attention.
- If you have to receive a call, say that you are driving, and keep the conversation brief and simple.
- Park in a safe place to make calls or receive messages.

REMEMBER

1. Making or receiving calls, even with a hands free system, can distract your attention from driving and could lead to an accident.
2. When dialling a mobile number, please be aware that the person answering the call may be driving.
3. Responsibility for the safe control of a vehicle **always** rests with the driver.

WASTE MANAGEMENT

CSS Pest Services is committed to providing a safe working environment having regard to its responsibilities under The Environmental Protection (Duty of Care Regulations) 1991 and other relevant legislation.

The supplier of rodenticides and insecticides to CSS Pest Services operates a free disposal service (by a registered waste disposal contractor), however, CSS Pest Services is a registered waste carrier and a copy of the registration certificate is lodged at Branch. By experience and training correct amounts of insecticides are used and little waste is produced.

The Branch Responsible Person is responsible for all waste produced by the day to day operations of staff. All waste transfer notes must be kept available for inspection for a period of three years. He will seek to minimise the creation of waste by avoiding unnecessary wastage of materials and recycling materials that cannot be directly re-used as far as is practical.

All staff are required to comply with this Waste procedure by minimising waste creation and co-operating actively with any recycling programme that may be introduced.

All accumulated waste shall be properly stored in suitable receptacles which are positioned so as not to give offence by odour or create a risk of fire. Skips placed outside a building must be at least five metres away from the building in case of fire.

All waste stored outside must not be accessible to children and animals and must be protected against theft or vandalism.

Legal definition of waste:

Anything that is generated by the working processes or left over from input materials. It does not matter if it will be re-used or recycled by others, if it is not needed or wanted then it counts as waste and the producer has a statutory duty of care under The Environment Protection (Duty of Care) Regulations 1991 to deal with it properly.

SAFETY SIGNS

CSS Pest Services is committed to reducing risks wherever practicable but accept that there will always be circumstances in which hazards remain that require warning notices.

The Branch Responsible Person shall ensure that sufficient and appropriate building safety signs including fire exit routes and similar are provided and maintained in every building under his/her control.

The Branch Responsible Person shall ensure that appropriate safety signs are affixed to equipment etc. in use within his/her area of control and/or by his/her staff.

The Branch Responsible Person shall ensure that suitable and sufficient safety signs are available to indicate hazards that are created at Customers' premises having regard to the nature and extent of the works being carried out and the associated risks.

All signs used shall be in accordance with the relevant legislation. Legal requirements: The Health and Safety (Safety Signs and Signals) Regulations and associated guidance specify the type of signs to be used, how and when they should be installed and apply to all workplaces.

Main types of safety signs:

Prohibition sign – Red circle with a red diagonal line across. A sign prohibiting behaviour likely to increase or cause danger (e.g. no smoking, no naked flames).

Warning sign – Black triangle with a yellow background. A sign giving warning of a hazard or danger (e.g. danger: electricity, danger: pesticides).

Mandatory sign – Blue circle. A sign prescribing specific behaviour that must be employed to reduce a risk or risks. (e.g. respirator must be worn, hard hat must be worn).

Emergency escape or first aid sign – Green rectangular. A sign giving information on emergency exits, first aid, or rescue facilities).

Red – Prohibition
Yellow – Warning
Blue – Mandatory
Green - Safe

THE MAIN ACTS AND REGULATIONS APPLICABLE TO CSS PEST SERVICES

This list is by no means exhaustive.

Topic	Regulation	Outline of Activity
Health and Safety	Health and Safety at Work act 1974	All Activities
Work equipment	The Provision and use of Work Equipment regs 1998	Use of all office equipment incl. computers, photo copiers
Health Safety and Welfare	Workplace Health Safety & Welfare Regs 1992	The working environment and welfare provision
First Aid	The Health and Safety (First Aid) Regs 1981	Treatment of injuries
Health and Safety Management	The Management of Health and Safety at Work Regs 1999	Work activities creating hazards and risks and the capability of staff to carry out duties
Fire	The Regulatory Reform (Fire Safety) Order 2005 and the Joint Code of Practice on the Protection from Fire on Construction sites and Buildings undergoing Renovation 9 th Edition 2015.	Prevention of Fire
Exposure to Noise	The Control of Noise at Work Regulations 2005	Use of noisy processes or equipment leading to noise exposure to operatives
Confined Space	Confined Spaces Regulations 1997	Working in confined spaces
Consulting the workforce	The Health & Safety (Consultation with Employees) Regulations 1996	Provision of information and consulting with workforce
Manual Handling operations	The Manual Handling Operations Regulations 1992	Carrying/lifting of materials/equipment
Lifting Operations	The Lifting Operations and Lifting Equipment Regulations 1998	Use of cranes to lift materials/equipment
Use of Personal Protective Equipment	Personal Protective Equipment Regulations 2002	Carrying out work where the hazards cannot be controlled by other means.
Accident Reporting	The Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013	Changes to classification of injuries to workers. The existing industrial disease schedule is replaced with eight categories of reportable work related illness. Fewer types of 'dangerous occurrence' will need reporting.

Use of hazardous substances	Control of Substances Hazardous to Health Regulations 2002 (as amended)	Injury or ill health due to use of hazardous substances
Construction work and management	Construction (Design and Management) Regulations 2015	The safe management of contracts from feasibility to completion and future use
Exposure to vibration	The Control of Vibration at Work Regulations 2005	The use of hand held equipment or ride on equipment that transmits vibration to the user
Exposure to Asbestos	The Control of Asbestos Regulations 2012	Persons who may come across suspect materials in existing buildings
Use of VDU's	Health & Safety (Display Screen Equipment) Regulations 1992	The use of Display Screen Equipment
Use of Electricity	The Electricity at Work Regulations 1989	Contact with electricity by use of electrical equipment or work near services
Working at Height	Work at Height Regulations 2005 (as amended)	Any work that could result in a fall
Health records	Data Protection Act 2018	Protection of personal information