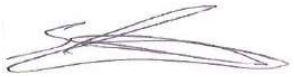
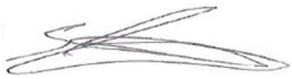






Health and Safety Policy

1. This Policy should be formally reviewed every 12 months by the Company's Board of Directors.
2. The Directors should consider alterations and amendments, which become essential between review dates.

Record of review		
Date	**Name**	**Signature**
01/06/2017	Steve Devlin	
07/04/2018	Steve Devlin	
07/04/2019	Steve Devlin	
07/04/2020	Steve Devlin	
12/04/2021	Steve Devlin	
21/12/2022	Steve Devlin	
26/03/2024	Steve Devlin	
14/05/2024	Steve Devlin	

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1.0 Introduction

M.D. Building Services Ltd t/a MD Group 'The Company', was established in 1998 and is now one of the leading maintenance service providers in the Southwest, maintaining over 120,000 homes each year for over 40 social housing providers.

MD Group core services include:

- Responsive repairs and maintenance
- Emergency repairs
- Empty home refurbishment
- Planned and cyclical programmes
- Passive Fire Protection, including:
  - Fire doorset installation, maintenance, and inspection
  - Fire stopping to service penetrations and linear gap seals
  - Intumescent paint application
  - Cavity barriers and partitions
- Electrical testing
- Retrofit projects
- Special Projects

The Head Office is based in Bristol with Regional Offices in:

- Abingdon
- Exeter
- Bridgwater
- Gloucester
- Stroud
- Poole

MD Group employ over 300 people including over 200 directly employed operatives and use locally based, specialist contractors to help deliver our contacts in the regions on particular projects.

MD Group Safety, Health, Environment and Quality (SHEQ) Department is centrally administered from Bristol and is supported by approved and competent consultants who are based in the regions.

2.0 Scope

This Health and Safety Policy has been developed by the Company in accordance with the Health and Safety Policy Statement (4.0 H&S Statement), current legislation and Health and Safety Executive (HSE) guidance documentation and is designed to help us create a safe and compliant environment when we work for our clients, so we do not put anyone at risk of harm.

The Policy applies to all Employees and Non-Employees working on behalf of MD Group and aims to cover all health and safety aspects affecting the Company. It is not exhaustive, and from time-to-time other specific policies and procedures may be required for additional, specific or specialist areas/risks.

Additional guidance to assist in adherence to this Policy can be found in the Company's SHEQ Drive and in the field using the SHEQ App. Non-employees are provided with the relevant information in the MD Group Contractor Handbook QMF 420.

This Policy is communicated to all employees and where required non-employees, during the induction processes and is also available to them in the Employee Handbook QMF 277 and Contractor Handbook QMF 420.

Failure to comply with the requirements of this Policy and/or a wilful disregard for safety will be regarded as possible Gross Misconduct and may lead to disciplinary action, which may result in dismissal of employees and non-employees working under the direction of MD Group.

This policy will be reviewed annually, unless otherwise prompted by intelligence from adverse event reporting or changes to relevant legislation or guidance.

3.0 Purpose of this Policy

Strategically MD Group aims to:

- To create a positive health and safety culture.
- To create an environment where accidents are prevented.
- To have a clear strategy for H&S across the business with objectives cascaded to all employees.

Specifically, this Policy and supporting documents that form the Health and Safety Management System will ensure:

- Conditions for a safe and healthy working environment for Company Employees, Non-Employees and to minimise risk to Members of the Public, who may be affected by their work activities, exist.
- Hazards have been identified, risks have been assessed, eliminated, minimised, or controlled and work is planned to reduce the risk of accidents.
- Adherence to current legal requirements.
- Mechanisms for continual improvement exist for Health and Safety.

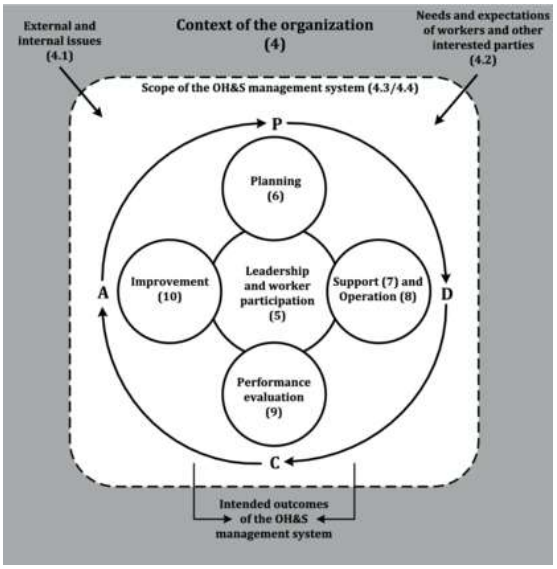
The Health and Safety Management System Document Hierarchy is as follows:

- Policy
- Procedures
- Arrangements
- Process Flows
- Forms
- Templates
- Checklists

QMF 00 Forms Control List lists all active documents and is located centrally in the SHEQ Drive.

The Health and Safety Management System approach is based on ISO 45001:2015 and is founded on the concept of Plan Do-Check-Act (PDCA) to achieve continual improvement. When applied to Occupational Health and Safety, it can be summarised as follows:

- **Plan:** determine and assess OH&S risks, OH&S opportunities and other risks and other opportunities, establish OH&S objectives and processes necessary to deliver results in accordance with the organization's OH&S policy.
- **Do:** implement the processes as planned.
- **Check:** monitor and measure activities and processes with regard to the OH&S policy and OH&S objectives, and report the results.
- **Act:** take actions to continually improve the OH&S performance to achieve the intended outcomes.



4.0 Health and Safety Policy Statement

MD Group aims to ensure, so far as is reasonably practicable, the health safety and welfare of our employees while they are at work and of others who may be affected by our undertakings. This general policy statement provides a commitment and intent to comply with the Health and Safety at Work etc. Act 1974.

To ensure the principles of health and safety are clearly understood throughout the Company, we will be committed to:

- Complying with relevant health and safety laws and regulations, voluntary programmes, collective agreements on health and safety and other requirements to which the Company subscribes.
- Setting and monitoring of health and safety objectives for the Company.
- Effective communication, consultation and participation of workers, and, where they exist, workers' representatives, on health and safety matters throughout the Company.
- Assessing the risks to the safety and health of our employees and others who may be affected by our activities and implementing controls to minimise those risks.
- Preventing work related injuries, ill health, disease, and incidents.
- Providing and maintaining safe plant and equipment and implementing safe systems of work.
- The safe use, handling, storage and transport of articles and substances.
- Providing and maintaining a safe working environment with safe access, egress, and welfare facilities.
- Providing the necessary training to our employees and others, including temporary employees to ensure their competence with respect to health and safety.
- Providing suitable and sufficient information, instruction, and supervision for employees.
- Continually improving the performance of our health and safety management system.
- Devoting the necessary resources in the form of finance, equipment, personnel, and time to ensure the health and safety of our employees and seeking expert help where the necessary skills are not available within the Company.
- An annual review and when necessary, the revision of this health and safety policy.
- Making this policy available to relevant interested parties, as appropriate.

A current signed and dated version of this statement is available in the SHEQ drive and on notice boards.

5.0 Arrangements for Implementing the Policy

The Executive Director has overall responsibility for health and safety, supported by the Board of Directors and the SHEQ Department. The Executive Director will positively lead the business by example, ensuring Health and Safety objectives are clear and sufficient resources are provided across all business activities.

The Company's SHEQ Department is administered centrally from Bristol, led by an external safety advisor who is supported by regionally based safety consultants, and is responsible for provision of a comprehensive infrastructure to support line management in fulfilling their responsibilities. This infrastructure provides policies, procedures, information, advice, training, and audits.

They SHEQ function carry out both planned and unannounced site inspections/audits and are authorised to stop any work if they consider that it is not being carried out safely or otherwise in accordance with relevant legislation or other requirements. They will give advice and guidance on all Health and Safety matters and where necessary, disseminate relevant information to ensure on-going awareness.

The implementation of this Policy is a collective responsibility at all levels and those who hold management positions, in line with the chain of responsibility and authority shown on the various organisation charts, should familiarise themselves with and ensure that their staff comply with this policy and instructions.

If, and where appropriate, they wish to delegate any part of these duties to a colleague with special responsibilities for safety, they may do so in the knowledge that ultimate responsibility still lies with the delegating manager.

Health and Safety issues are communicated and promoted through; Toolbox Talks, safety bulletins, inductions, training etc and via the Health and Safety Committee that meets regularly and is representative of the employees from all regions.

An operational skills matrix sets out the minimum requirements for competency and there is programme of mandatory Company safety training courses is produced annually by the SHEQ Department, who can also arrange specialist and/or specific training to be carried out centrally or locally as circumstances dictate.

All audits and inspections are carried out in accordance with the requirements of ISO 14001 & ISO 45001 by the SHEQ Department. Local arrangements are in place for Line Manager (supervisory) inspections in consultation with the Company's SHEQ Department.

Weekly SHEQ meetings are in place with Regional Operations Managers, managing and reporting on key risk areas, which is submitted to the Operations Director.

Weekly/Monthly/Annual reporting is in place to inform the Executive Director and Board of Directors of safety performance against the requirements of this Policy.

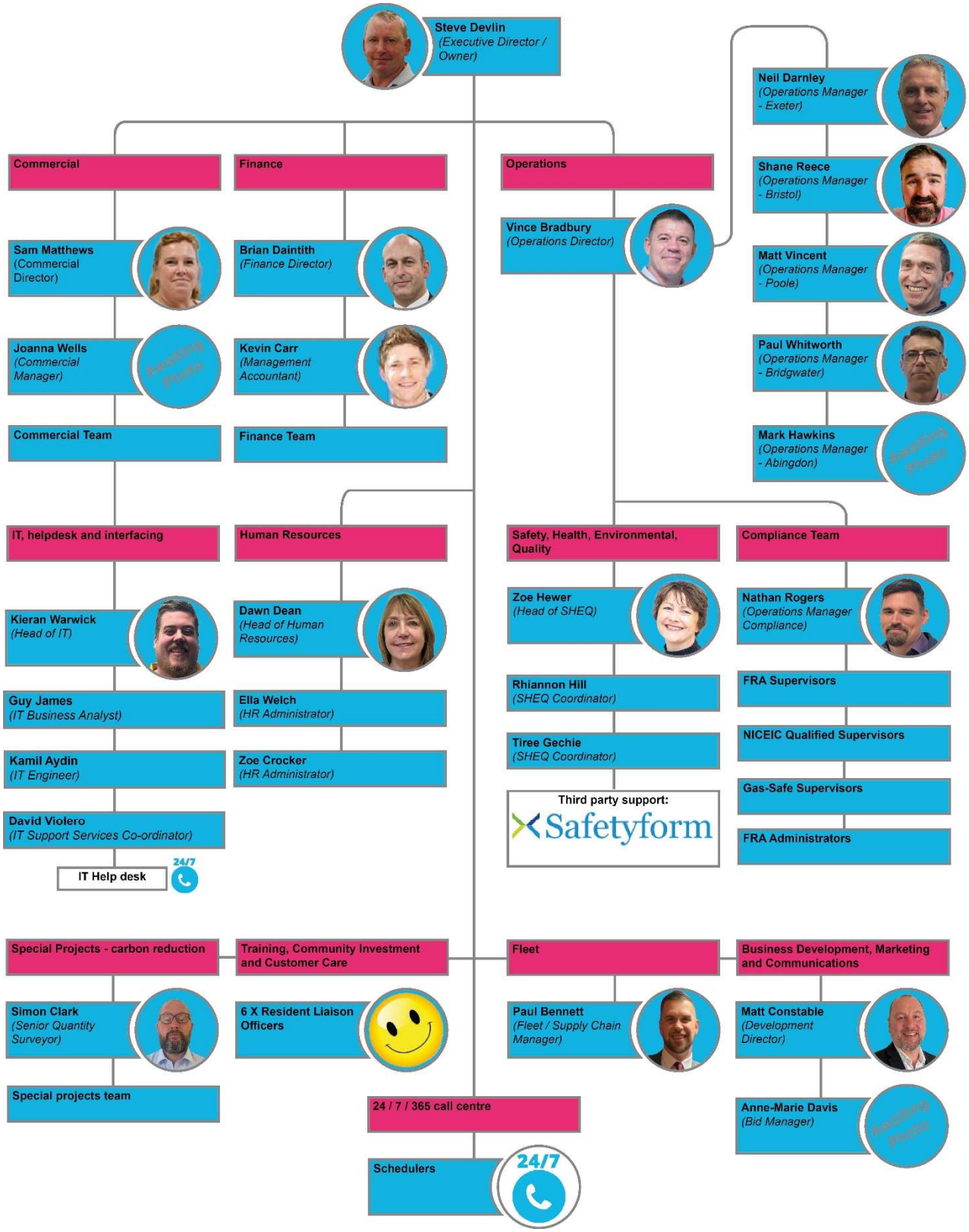
5.1 External Enforcement

Enforcement officers from the Health & Safety Executive (HSE) or Environmental Agency (EA), or relevant Fire Authority may visit site or request information about projects as a routine inspection or following a complaint or incident. MD Group take seriously all communication with enforcement authorities and expect that all employees:

- Check their ID, treat them with respect, get them to sign in and induct them on to the site as for any other visitor.
- Accompany them during the visit and offer to assist them with any queries or requests they may have.
- Immediately inform the SHEQ Department and the Operations Director so that they can attend site to assist the inspector if applicable.

A HSE inspector has the authority to issue an improvement or prohibition notice or a notice of contravention (which allows the HSE to charge a fee for intervention for the time they spend dealing with a material breach of H&S Regulations). If a notice is issued this should be brought to the attention of the SHEQ Manager and the Operations Director

6.0 MD GROUP SHEQ Organisation Chart



7.0 Responsibilities

7.1 Executive Director

- Agree and communicate the contents of the Company's Health and Safety Policy.
- Make available adequate resources to ensure that the legal and company duties can be effectively fulfilled.
- Ensure that all Directors, Senior Managers and Heads of Department are implementing the Company's Policy under their areas of control.
- Review the performance and effectiveness of the SHEQ Annual Plan regularly.
- Monitor all risks relating to Health and Safety at work and risk to the public through the Company's activities.
- Consider and give appropriate support to any recommendations for improvement in the Company's Health and Safety Policy.

7.2 Board Directors

- Familiarise themselves with the Company's Health and Safety Policy.
- Communicate and Implement the Policy.
- Ensure that all employees under their control have access to the current Policy.
- Ensure that supervisors and line management under their control have received sufficient and adequate Health and Safety training.
- Review the SHEQ Annual Plan and other Weekly/Monthly/ad hoc reports and, where necessary, take remedial action.
- Review Accident/Incident Investigation Reports, satisfy themselves that the reports arrive at the correct conclusions and where appropriate take corrective action.
- Ensure the Health and Safety Executive are informed, by the SHEQ Department, of any accident/incident that are reportable under the RIDDOR.
- Ensure the Insurers are informed of incidents and accidents that may result in a claim against the Company.
- Ensure, where significant risk is identified, suitable and sufficient risk assessments are carried out and recorded and suitable control measures are implemented and where this is not possible, for whatever reason, this is escalated to the Executive Director.
- Ensure that non-employees under their control or managed by supervisors and line management under their control, have received sufficient health and safety information in order that the Company Health and Safety Policy is adhered to.

7.3 MD Group Health & Safety Manager

- Create the Company Health and Safety Policy for approval by the Executive Director and Board Directors.
- Communicate Health & Safety issues and concerns to the Executive Director and Board Directors.
- Prepare a Strategic Health and Safety Plan (SHEQ Annual Plan) for approval and sign off by the Executive Director and Board Directors.
- Review the effectiveness of the Policy annually or earlier if required.
- Request adequate resources to ensure that the legal and company duties can be effectively fulfilled.
- Evaluate the effectiveness of the SHEQ Department and, where appropriate, take corrective action.
- Ensure that previously identified Health and Safety training needs have been satisfied.
- Review Accident/Incident Investigation Reports, be satisfied that the reports arrive at the correct conclusions and, where appropriate, corrective action is taken.
- Compare statistical information relative to health and safety performance and where appropriate take remedial action to implement improvements.
- Support Operations when the health and safety assurance requirements of contract mobilisation.
- Support the Bid Team with tender submissions.

7.4 MD Group SHEQ Advisors/Managers

- Promote a positive Health and Safety culture by ensuring safe working practices, conducting training, and providing general support to all employees.
- Actively support the preparation and implementation of the Company Health and Safety Policy.
- Be responsible for the excel databases and online systems used to audit, track, and manage health and safety data.

- Exercise the necessary authority to order work to stop if health and/or safety is endangered.
- Attend Health and Safety meetings and local meetings as appropriate.
- Organise and chair the Health and Safety Committee Meetings.
- Lead the work of the SHEQ Department ensuring that the requirements of the Health and Safety Policy are met, and the defined performance targets are reached.
- Agree and approve the schedule of planned inspections and training.
- Investigate all accidents promptly with the help of the Operations Managers, Supervisors and Employees to discover their cause and eliminate re-occurrence. Collating all relevant statements, documents, photographs etc relating to the accident.
- Review absence due to accident/incidents or injury at work or near misses and ensure that reportable occurrences are investigated and notified to the HSE.
- Review Accident/Incident Investigation Reports, be satisfied that the reports arrive at the correct conclusions and where appropriate, corrective action is taken.
- Ensure the Company SHEQ policy and the Company targets are being achieved.
- Take ownership of and maintain the safety management system.
- Ensure that all health, safety, and environmental training needs are identified and addressed.
- Deliver approved in-house training courses to managers, supervisors, and employees.
- Maintain the Compliance and Legal register.
- Run the weekly health and safety regional compliance meetings, report results, accident statistics and safety critical escalations to the Operations Director and Board Members and MD Group Head of Health and Safety immediate after the meetings.

7.5 Operation Managers/Head of Compliance

- Familiarise themselves with the Company's Health and Safety Policy.
- Communicate and Implement the Policy.
- Ensure that all employees under their control have access to the current Policy.
- Ensure that supervisors and management under their control have received, sufficient and adequate Health and Safety training.
- Ensure representatives are available and given sufficient time for attendance at the Health and Safety Committee
- Review SHEQ reports and other Weekly/Monthly/ad hoc reports and, where necessary, take remedial action.
- Investigate all accidents promptly, to discover their cause and eliminate re-occurrence. Send all relevant statements, documents, and photographs to the SHEQ Department and/or if required help the Supervisor and the SHEQ Department carry out the investigation.
- Review Accident Investigation Reports, satisfy themselves that the reports arrive at the correct conclusions and where appropriate take corrective action.
- Attend the Weekly SHEQ Meeting to satisfy themselves that the actions raised are proportionate and are carried out thoroughly.
- Ensure that all necessary statutory safety documents and publications are on display, or recorded, and maintained as required.
- Ensure compliance with all pertinent legislation with regard to office safety, including First Aid and ensure that fire precautions e.g., fire alarm tests and evacuations, are carried out as detailed in the Fire Plan for that office/premises.
- Ensure the SHEQ Department investigate and inform the Health and Safety Executive of any accident/incident that are reportable under the RIDDOR.
- Ensure any contact with or correspondence from the enforcing authorities, HSE, EHO, Police, EA Inspector, etc, is reported immediately to the SHEQ Department.
- Ensure, where significant risk is identified, suitable and sufficient risk assessments are carried out and recorded.
- Ensure where required, Construction Phase Plans and Site Packs are in place, specific to the scope of works and consider site specific assessments, including the customer profile.
- Support the SHEQ Department to carry out their duties including audits.
- Ensure the teams and individuals under their control are inducted and given adequate time to attend both internal and external training courses.
- Ensure all subcontractors have completed the Contractor On-Boarding Processes, including submission of specific risk assessments/method statements, and have evidenced competence for the tasks.

- Ensure subcontracted and agency workers are competent on employment and are given the branch/site specific inductions.

7.6 Contract Managers, Works Supervisors, and all those with a Supervisory Role

- Familiarise themselves with the Company's Health and Safety Policy.
- Communicate and Implement the Policy.
- Ensure that all employees under their control have access to the current Policy.
- Ensure that employees under their control are fully aware of any hazards in their workplace and are given instruction and training on safe systems of work and hazards related to the work and workplace under their control.
- Ensure that all safety rules are observed, and that PPE is worn or used where appropriate.
- Discuss Health and Safety matters on a regular basis with the employees for whom they are responsible and support attendance at Health and Safety Committee meetings.
- Ensure that adequate supervision is available at all times, particularly for the young person and inexperienced worker.
- Complete Line Manager Audits and escalate any health and safety issues that cannot be resolved to the SHEQ Department and Operations Manager.
- Accompany the SHEQ Department on inspections as required and co-operate on safety matters.
- Ensure risk assessments and method statement/work instructions are in place and are suitable for the tasks, where required complete site-specific risk assessments, prior to commencing a task, ensuring this information is communicated to those at risk and the paperwork is available in the Site Pack for employees and non-employees.
- Continually seek to develop safe practices and maintain good housekeeping to improve health and safety.
- Ensure that all employees under their control know what to do in the case of fire; know the location of available firefighting equipment and their designated assembly area.
- Ensure that all employees under their control know the whereabouts of First Aid facilities and the names of all persons trained in First Aid.
- Ensure that all machinery and equipment is properly maintained and is safe to use, and that all safety devices and guards are always fitted, properly adjusted, and used. Where required recording inspection results on the centrally held registers e.g., ladders, scaffold, Tetra, PAT.
- If within their authority, promptly rectify all defects in the workplace and/or plant in use; if not within their authority; promptly report such defects to persons who can undertake remedial action.
- Ensure all accidents are recorded on QMF 401 and emailed to the SHEQ Department for review
- Investigate all accidents promptly, to discover their cause and eliminate re-occurrence forward all relevant statements, documents, and photographs to the SHEQ Department to carry out the investigation.
- Ensure that all records relating to safety are properly filed and readily available.
- Ensure Construction Phase Plans, Process Flows and Site Packs are produced for contracts for which they have overall responsibility.
- Ensure any contact with or correspondence from the enforcing authorities, HSE, EHO, Police, EA Inspector, etc, is reported immediately to the Operations Manager and SHEQ Department.

7.7 All Employees and Agency Workers

- Familiarise themselves with the Company's Health and Safety Policy.
- Ensure they are aware of the requirements of the generic risk assessment and work instruction for the task.
- Ensure they are aware of the presence of Asbestos Containing Materials and the escalation procedures should there be an accidental release or exposure.
- Where relevant update their PDA prior to starting the task to confirm whether a specific risk assessment is required before commencing a task if applicable.
- As and when required, assist with the compilation of Risk Assessments and Method Statements.
- Be aware of the Site Rules including the use of mobile phones.
- Always observe all site/office rules and safe working practices.
- Wear appropriate Personal Protective Equipment, ensuring that it fits, is properly adjusted, and maintained in good order and stored correctly.
- Visually inspect all tools, plant, and equipment before use, reporting any defects to supervisor immediately. Always use correct tools and equipment for the job.

- Conform to all instructions given by their Managers, Supervisor, and others with a responsibility for Health and Safety.
- Report all accidents, damage and near misses whether persons are injured or not, completing relevant paperwork and giving witness statements as necessary.
- Direct suggestions to improve Health and Safety to their line Managers, Committee Representative, Supervisor or SHEQ Department Managers/Advisors.
- Take an active interest in Health and Safety matters.
- Co-operate with supervisors and management in preventing health risks to themselves, other employees, or members of the public.
- Co-operate with supervisors and management during accident investigations.
- Be mindful that young persons in the workplace need more instruction and supervision due to their inexperience.
- Ensure any contact with or correspondence from the enforcing authorities, HSE, EHO, Police, EA Inspector, etc, is reported immediately to their line Manager or the SHEQ department.

7.8 Visitors

- Must always be accompanied by a Company Representative.
- Must report to the reception; sign in and out in the register provided and following the site rules, which will be explained by the Site Manager/Representative being visited.
- Familiarise themselves with the site's emergency procedures and the location of first aid equipment and the appointed person.
- Comply with the recommendations for accessing and exiting the site/reception.
- Must wear the appropriate PPE at all times whilst on site, which may include Safety Helmet, Safety Footwear, Hi-Vis Clothing.
- Must not engage themselves in actions likely to put their safety and the safety of others at risk.
- No children or pets are to be allowed in the work area/on site.
- Must not enter areas outside the boundaries of the site.
- Must not be under the influence of drugs and alcohol.
- All accidents/incidents/near misses that lead to or could have led to personal injury or property damage must be immediately reported to the Site Manager/Representative.

7.9 Sub-Contractors and the self-employed

MD Group are a responsible employer, but we also use locally based, specialist contractors to help deliver our contacts in the regions on particular projects. We have obligations to ensure the work is controlled and to achieve this MD Group hiring managers and supervisors are required to follow a Control of Contractor Policy (QMF 415,38 & 441) Contractors/self-employed are on-boarded according to the procedures/processes that include a requirement to be a member of a recognised SSIP Scheme. Employees with responsibility for on-boarding or managing contractors must follow this process, including verifying training and competence for the scope of work being delivered.

A Contractor Handbook (QMF 420) is issued to all contractors and this exchange of information endeavours to provide contractors with some guidance on MD Group policies and procedures. It is designed to help us create a safe and compliant environment when we work for our clients, so we do not put anyone at risk of harm. The handbook provides guidance on MD Group policies and procedures, but it does not replace a contractor's own arrangements and it is important that the contractor reads this handbook alongside their own documents.

7.10 Contractors:

- Must be approved to work for MD Group and competent to carry out the work.
- Provide the MD Group contact with risk assessments and method statements related to the task and complete any site-specific risk assessments, identified in the pre-commencement meeting, prior to work starting.
- All operatives/site personnel must sign in using the MD Group Sign in Sheet (QMF 38 & 441) prior to work commencing.
- Must be competent to carry out the work, carry the appropriate trade/ID cards and ensure they are aware of relevant Risk/COSHH Assessments and Method Statements.
- As and when required compile job specific Method Statements and ensure these are made available to the operatives.
- Site Rules must be adhered to, including the use of mobile phones and use of appropriate PPE.

- Visually inspect all tools, plant, and equipment before use, reporting any defect to supervision as soon as practicable. Always use correct tools and equipment for the job.
- Conform to all instructions given by their Supervisor and others with a responsibility for Health and Safety.
- Report to their Supervisor all accidents, damage and near misses whether persons are injured or not, completing relevant paperwork, and giving witness statements as necessary.
- Report to the MD Group contact all accidents, damage and near misses.
- Direct suggestions to improve Health and Safety to the Supervisor concerned.
- Co-operate with supervision and management in preventing health risks to themselves, other employees, or members of the public.
- Be mindful that young persons in the workplace need more instruction and supervision due to their inexperience.
- Person(s) who are thought to be reporting to work under the influence of drink or drugs will be prohibited from entering the site and will be subject to the disciplinary policy.

8.0 Other Groups

8.1 Young Persons

A 'young person' is someone who is under 18 years of age. We will ensure that where a young person is employed, a specific risk assessment of them will be made before they are permitted to commence work.

A 'child' is someone who is not over compulsory school age. MD Group will ensure that where a Child is employed, the content and conclusion of the risk assessment will be communicated to a person having parental responsibility/rights for that child.

Where the young person is on a 'relevant' scheme i.e., work placement, then the placement organisation will be involved in the assessment process.

Persons under 18 years of age are prohibited from operating the following equipment, unless attending approved training under the direction of a qualified and competent person:

- Woodworking machinery
- Mobile plant
- Lifting equipment and accessories
- Acting as 'slinger' or 'banks-man' in lifting operations

8.2 Migrant Workers

MD Group recognise that there may be several factors making migrant workers more vulnerable, i.e., limited knowledge of the UK's health & safety system, limited proficiency in English Language, and lack of health & safety training.

When employing migrant workers, we will carry out a risk assessment specifically to consider the possible additional risks where migrant workers are present. The risk assessment will include consideration of the following: -

- The worker's language and literacy skills, their ability to communicate and understand information (written and oral) about the work activities and general work environment health and safety.
- The level of information, instruction, training, and supervision required in relation to the work.
- Prior work experience and the extent to which it is relevant in relation to health and safety practices in the work activity being undertaken.
- Perception of risk and the extent to which this may differ due to experience of another country's health and safety workplace culture.Interrelationships between migrant workers and UK workers and the potential impact this could have on health and safety.

MD Group will implement and monitor any additional control measures identified under the risk assessment.

These may include: -

- Ensuring each individual's competency matches as closely as possible the required competency for the work activities to be undertaken and reasonable attempts will be made to determine whether or not the individual has the necessary skills, qualifications and experience required, including the necessary language skills.
- Appropriate levels of information, instruction, and training in their own language.

- Ensuring they are supervised by a competent person who is bilingual.

9.0 Communication and Consultation

MD Group consult widely with their employees, non-employees and members of the public who may be affected by their activities. Various methods of communication are used and include briefings, newsletters, Toolbox Talks and scheduled meetings to provide relevant information as required under health and safety legislation.

All employees have the right to have consultation with their employers and be provided with information. There is no trade union membership, representation is achieved by the operation of a Health and Safety Committee. MD Group consult with their employees through 'representatives of employee safety' nominated at each office location to represent them in health and safety matters.

Representatives are nominated by the employees based in the regional offices and are reflective of the current job roles. The Committee meet quarterly and are tasked with brining issues affecting the area to the meeting. The actions arising are recorded alongside the SHEQ Annual Plan and are cross referenced. The results are submitted to the Executive Director and Board Members for review, discussion, and action. The Committee are updated with progress on the issues raised.

MD Group provide all the information the employees will require in order for them to participate fully in the consultation procedure, informing them of what they propose to do in relation to health and safety, giving the employee or their safety representatives the opportunity to express their views in the light of the information given and will take account of the safety representatives responses.

Risk Assessments, COSHH Assessments and Method Statements are communicated to all employees, non-employees, and members of the public as appropriate and as detailed in the relevant policy/procedure.

Notice boards are required in each office location and must as a minimum display the following information:

- HSE Health and Safety Law Poster
- Current Copy of the Health and Safety, Environmental and Quality Policy Statement
- Current Copy of Company Employers Liability Insurance
- Current Copy (latest issue) of the ISO Accreditation Certificates
- Current copy of the Waste Carriers Licence
- Details for First Aider(s)
- Details of Fire Marshall(s)
- Recent Safety Pauses and Posters

10.0 Training and Competence

The Company recognise that individuals who are sufficiently and suitably trained for the tasks that are being performed means they will be more efficient, accurate and this in turn can lead to a reduction in the number of accidents and incidents.

It is MD Group's policy to ensure that only trained, authorised and competent personnel shall undertake work and only within the limitations of their level of expertise, considering the hazards associated with that work. Competency levels attained are assessed by various means both internal and external:

- Apprenticeship completion
- National grading attainment, NVQs and SVQs
- National registration bodies i.e., Skill card, ECS.
- External examinations
- Membership of professional institutions
- Educational qualifications
- Attending and passing specific training courses
- Regular internal reviews, appraisals, and assessments
- Relevant experience

10.1 Skills Matrix
The SHEQ Department in conjunction with the HR Department, Operations Director, and Operations Managers have created a Skills Matrix for each role within the business. This ensures that each job role possesses the necessary skills, qualifications, and experience to competently carry out their roles.

The Skills Matrix is developed alongside MD Group Policies that further clarify the requirements for that task, e.g., Electrical Policy QMF 345

10.2 Recruitment
Recruitment is managed centrally by HR and supported by SHEQ Department, using a New Starter On-Boarding App. This ensures consistency across the regional offices. Process Flows (QMF 425 & 426) have been developed as a guide for the hiring managers. New Starters are entered into People HR with all certificates being held on this system.

All training certificates should be sent to the HR Department and checked for validity before an employee or non-employee commences work. A copy should be held on the People HR system and/or the regional office.

10.3 Induction
All employees attend a structured Company induction within the first week and are also required to complete a suite of e-learning subjects that are relevant for their job role as per the Skills Matrix prior to attending site.

Trades that are likely to be exposed to Asbestos are required to sit a mandatory UKATA accredited asbestos awareness course, regardless of whether they have attended a course with their previous employers. Failure to attend or re-fresh this qualification results in the Operative being suspended from jobs.

Copies of the following certificates should be displayed on notice boards at the regional office:

- Trained First Aiders
- Fire Marshals

Non-employees will receive suitable and adequate induction training prior to entering the workplace and commencing work. They will be made aware of; the type of work to be undertaken, the risks associated with the workplace and the work and the control measures that are in place to eliminate, reduce or control the risks.

The MD Group Control of Contractors Policy requires proof of competence for the individuals who are being sent to site to work on behalf of MD Group. (QMF 415)

10.4 Training Courses
Training needs are continually assessed and discussed during the Weekly Operational Safety Meetings and training is provided, for example when there is a change to the job role, responsibility, new work equipment/chemicals or a change in legislation.

Attendance on suitable courses is arranged by the SHEQ Department to enable the individuals to discharge their responsibilities in a safe and responsible manner. These courses include, IOSH Managing Safely, SMSTS, PASMA, TETRA, Gas Safe.

10.5 Mandatory Training
The following training is mandatory and **MUST** be delivered annually. The training is available as power point presentations, eLearning modules, external providers, or Toolbox Talks:

- Asbestos Awareness (UKATA)
- Gas
- Working at Height (including Tetra)
- Electrical Safety

10.6 Toolbox Talks
An annual programme of Toolbox Talks is developed by the SHEQ Department to be delivered by Operation Managers, Supervisors, Contract Managers, Sub-Contractors. Topics are selected to promote safety awareness, safe working practices, and to encourage employee to actively participate in health, safety, welfare, and environmental matters. These talks are based on current and new risks that may arise from time to time.

Ad-hoc topics may be added to the schedule in response to adverse events or new information received.

Managers are to emphasise the importance of toolbox talks and ensure the staff realise that it is their responsibility to attend all scheduled toolbox talks and that failure to do so may lead to disciplinary action. SHEQ actively encourage. A Toolbox talk attendance tracker should be completed following each session.

Operations Managers are encouraged to work with the SHEQ Department to create new tool box talks if needed.

10.7 Reporting
The SHEQ Department provide training reports to the regional offices and Operations Director Monthly and escalates any gaps in skills or understanding.

11.0 Accidents/Incidents Reporting and Analysis

This policy relates to accidents, incidents, near misses or work-related ill health involving employees, non-employees, and members of the public.

Where required, there is a statutory requirement to report certain Accidents, Dangerous Occurrences and Diseases to the Health and Safety Executive (HSE).

Investigations and provision of records may also be required for the Company's Insurers, Legal Advisers and the HSE.

Information collated and stored in accordance with this policy will be compliant with the **Data Protection Act 1998.**

11.1 Procedure
All accidents, incidents, near misses and work-related ill health shall be reported, investigated, and recorded in accordance with Company Procedures using QMF 401 Accident Incident or Near Miss Report. The report must be emailed to the Operations Manager and SHEQ Department for review to determine whether further investigation and/or statutory reporting is required.

Where the adverse event is deemed to be 'serious' a telephone call must also be made to the SHEQ Department for further advice and guidance. 'Serious' events must be immediately escalated to the Operations Director.

The SHEQ Department will review the QMF 401 report and where further investigation is required a full investigation will be initiated by the SHEQ Manager and a QMF 412 SHEQ Investigation Report will be completed.

Minor accidents/incidents are to be investigated by the Line Manager, Supervisor, or other Manager and where necessary the SHEQ Department will assist and review the findings.

The SHEQ Department will investigate, using QMF 412 SHEQ Investigation Report, any incidents deemed to be sufficiently serious which can include the following:

- Any fatality arising out of our activities whether involving an employee or any other person such as a sub-contractor or member of the public.
- Any incident which injures a member of the public which requires them to immediately travel to hospital.
- Any injury to a worker which may be required to be reported in accordance with regulation 4(1) of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.
- Any dangerous occurrence which may be reportable under RIDDOR in accordance with Parts 1 or 2 of Schedule 2.
- Any incident which has been attended by the emergency services, the police or HSE.

If there is any doubt as to who should investigate an incident or the type of investigation required, please contact the SHEQ Department.

Any items involved in the accident/incident, i.e., plant, tools, machines, equipment, etc, should be retained in a safe place and not interfered with until released by the Company's SHEQ Department.

11.2 Provision of First Aid

In the event of any injury, First Aid and medical attention must be provided as quickly as possible (as long as it is safe to do so). If an injury appears to be serious, operatives should call the emergency services immediately.

11.3 Accident Classification

Fatal Accident: This must be immediately reported to the emergency services followed by the Operations Manager and the SHEQ Department/Operations Director. The HSE must be notified by the quickest means available and Operations Manager and SHEQ Department should take responsibility for ensuring this is done. Except for making the immediate area safe, the scene of an accident should not be disturbed without the permission of the investigating authorities.

Serious Accident: This must be immediately reported to the SHEQ Department and the Operations Manager by the quickest means available. The SHEQ Manager will then report it to the HSE as necessary.

Except for making the immediate area safe and allowing any medical attention to be administered, nothing shall be disturbed until the SHEQ Manager, or the investigating authorities have investigated and confirmed that the scene is released.

Over Seven Day Injuries: Where a worker has been incapacitated and unable to carry out normal duties for more than seven consecutive days through a work-related injury, SHEQ, Operations Director and HR Department must be informed, and it must be recorded on the Accident Tracker and then reported to the HSE by the SHEQ Department within a maximum of 15 days.

Minor Accident: Persons involved in a minor accident, which involves injury, shall obtain treatment from a First Aider or the nearest Accident and Emergency hospital if required.

Over Three-Day Injuries: If the worker has been incapacitated and unable to carry out normal duties for more than three consecutive days through a work-related injury, it must be reported to SHEQ, Operations Director and HR Department and recorded on the Accident Tracker.

Dangerous Occurrence/Near Miss, A dangerous occurrence is an incident where fortunately no one was hurt. This could be falling off a ladder without sustaining an injury or falling objects/equipment without causing injury. These incidents should be reported as soon as possible to the SHEQ Department by email, telephone or by using the Near Miss Reporting Survey on the PDA for Operatives in the field.

11.4 Accident and Emergency Procedures – Principal Arrangements

- Emergency Procedures will be agreed at each office and site and included in the CPP/Site Pack arrangements and communicated during inductions.
- Personnel trained in First Aid to be available on site at all times.
- Fully equipped first aid box that is relevant to the activity, to be available on site at all times.
- Details of First Aider identity and the location of the first aid kit will be included within site induction.
- Telephone numbers and details of emergency services to be exhibited.
- Site telephone number and correct address to be exhibited.
- Ambulance authority to be advised when more than 25 operatives work on site.
- Where necessary, contingency plans for dealing with accidents of potential high casualty rate will be made in association with the emergency services.
- A fire plan will be produced and displayed on site.
- Details of the fire plan will be included within site induction.
- Operatives will be instructed as to their duties i.e., how to: -
    - raise the alarm
    - fight the fire – if appropriate
    - escape and evacuate the premises
    - location of the assembly point
- Adequate storage will be provided in respect of highly flammable liquids, materials, fuels, and liquid petroleum gases that comply with the appropriate regulations.

11.5 Reporting and Analysis

All accidents, incidents, near misses and work-related ill health are recorded on the Accident Tracker, which is submitted weekly to the Executive Director, Board, Financial Director, and HR Director.

Where required additional reporting is required for the purpose of informing the HSE, insurers, legal representatives, and clients and the SHEQ Department will coordinate any responses required as a result.

All evidence folders are stored centrally in the SHEQ drive and are referenced in the Accident Tracker.

Statistics relating to accidents and incidents are included in the Weekly Operational Report and the Monthly Board Report.

Accident statistics are regularly reviewed and analysed for trends and to inform Toolbox Talks, training needs analysis and review and update of risk assessments, policies, and procedures.

12.0 Risk Assessments, Method Statements and Operating Procedures

12.1 Risk Assessments

Regulation 3 of the Management of Health and Safety at Work Regulations requires the Company to “Make a suitable and sufficient assessment of the risks to Health and Safety of his employees to which they are exposed whilst they are at work, and the risks to the Health and Safety of persons not in their employment arising out of or in connection with the conduct by him of his undertaking”.

MD Group have carried out suitable and sufficient assessments of the hazards and risks that are generally found in the routine tasks that undertaken by the day-to-day business activities and these are commonly referred to as ‘Generic Risk Assessments’.

The significant findings of the risk assessments are recorded and held on the SHEQ drive which is accessible to all employees. This is communicated to all employees and forms part of the employee induction training.

It is recognised that a generic risk assessment will not suit all circumstances and a Site-Specific Risk Assessment will be required if the risk is identified as medium or high or the activity is not a routine task.

Dynamic assessments are also completed by the Managers, Supervisors and Operatives prior to completing the jobs/tasks allocated to them by using their PDA. A series of questions are answered, there are triggers built in that flag negative responses to the SHEQ Department and the Line Manager/Operations Manager and work must not proceed until the issue raised is resolved.

Risk assessments are also completed prior to works starting where a Construction Phase Plan (CPP) is required to determine site specific risks, for example customer profiles (QMF 400 & 446).

The results of MD Group risk assessments are shared with non-employees (including contractors) prior to work commencing. Contractors are also required to provide risk assessments and method statements prior to work for review by the Supervisor/Contract Manager.

There are certain circumstances where risk assessments must be carried out for certain categories of employees:

- New and Expectant Mothers
- Young Persons - 16 or 17 years of age
- Children under 16 (on school work experience)
- Disabled employees
- An employee with an injury that may prevent them carrying out their normal duties

12.2 Methodology
The HSE INDG 163 '5 Steps to Risk Assessment' is used as a guide for the completion of risk assessments. A qualitative method is used to classify risk levels i.e., High, Medium, or Low.

Employees who are required to undertake risk assessments must be confident and capable and have an appreciation of how to practically complete an assessment to control the hazards and risks encountered by them on a daily basis. The SHEQ Department deliver training, guidance and support and will arrange externally recognised qualifications where required.

Occurrence	**Severity**				
Likelihood	Negligible	Minor	Moderate	Major	Serious
Very Unlikely					
Unlikely					
Probable					
Likely					
Very Likely					

Risk Levels		
	High	Unacceptable – Further assessment or action required to reduce to medium or low
	Medium	Tolerable – Further assessment or action may be required
	Low	Acceptable – Adequate control measures in place

Scale of Severity
Negligible - No/ trivial injury or health effect. No first aid required.
Minor - First Aid/ Minor medical treatment
Moderate - Lost Time Injury/ illness. Significant medical treatment beyond first aid. Restricted work
Major - Single major injury or multiple moderate injuries
Serious - Fatality, multiple severe injuries or reportable incidents, permanent injury or disability

12.3 Method Statements and Operating Procedures
A method statement is a document that describes in a logical sequence exactly how a work activity is to be carried out in a manner which is safe and without risk to health. Where the risk assessment has identified significant risks from the work activity i.e., could cause injury and are classed as medium to high then a formal Method Statement, stating a safe system of work, should be written to eliminate, reduce or control the hazards and risks identified. Supervisors and Managers responsible for the work activity should work with the SHEQ Department to produce the statement prior to work commencing.

Where 'Generic Risk Assessments' are in place a corresponding Operating Procedure will be produced and this provides the employee with consistent safe working instructions for that task including use of PPE.

12.4 Contract Mobilisation Planning
Prior to the commencement of work for a new client or when a new project is started a Construction Phase Plan and Site Pack (QMF 400 & 446) must be produced. This includes the requirement for site specific risk assessment where necessary and the review and acceptance of contractor risk assessments/method statements.

Process flows are produced that detail the end to process for managing safety between MD Group and the client, including escalation procedures and reporting.

13.0 Compliance Audits

The following audit schedule is in place to ensure compliance, to maintain accreditation and to provide assurance that the policies and procedures are being fully implemented:

- Line Manager Audits
- SHEQ Audits

- Client Audits
- Contractor Audits
- Electrical Compliance Audits

An online system is used to capture the data and analyse the trends.
Non-compliance is recorded and issues raised are managed to close out in a timely manner.

14.0 Construction Design and Management Regulations 2015

The Health and Safety principles of CDM regulations apply to all construction works/projects, including projects for which MD Group undertake, including social housing/domestic clients and larger scale commercial projects.

MD Group responsibilities and duties under the Construction (Design and Management) Regulations 2015 fall into broad work/project categories as described below:

- Planned Maintenance
- Responsive Maintenance
- VOID Programme
- Electrical Planned
- FST Works
- Special Projects
- Larger scale Planned and Notifiable works

MD Group generally fulfil the role of Principal Contractor and occasionally Contractor and has taken what it considers to be an appropriate and proportionate approach to implementing the requirements of the regulations, all the while giving due consideration to its existing Health and Safety arrangements, procedures, and systems.

14.1 Definitions:

Principal contractors are contractors appointed by the client to coordinate the construction phase of a project where it involves more than one contractor.

The Principal contractor is required to plan, manage, monitor, and coordinate health and safety in the construction phase of a project. This includes:

- Liaising with the client and principal designer
- Preparing the construction phase plan
- Organising cooperation between contractors and coordinating their work

And to ensure:

- Suitable site inductions are provided
- Reasonable steps are taken to prevent unauthorised access
- Workers are consulted and engaged in securing their health and safety; and
- Welfare facilities are provided

Contractors are those who do the actual construction work and can be either an individual or a company.

The Contractor is required to plan, manage, and monitor construction work under their control so that it is carried out without risks to health and safety.

For projects involving more than one contractor, coordinate their activities with others in the project team – in particular, comply with directions given to them by the principal designer or principal contractor.

For single-contractor projects, prepare a construction phase plan.

14.2 Construction Phase Plan (CPP)

All work undertaken by MD Group will be subject to the requirements of a CPP (QMF 400 & QMF 446).

The purpose of the Construction Phase Plan (CPP) is to outline MD Groups' role as Principal Contractor in controlling the main health and safety issues for the construction and general maintenance elements of the

named projects/programme of works, in line with the requirements of Regulation 12(1), (2) of the Construction (Design and Management) Regulations 2015 (CDM).

This CPP will be developed by MD Group, as the Principal Contractor, and will apply for the duration of the project/programme of works detailed in this plan. It will be relevant to the client's scope of works, to ensure compliance with relevant health and safety legislation, client's specific requirements and MD Groups' Health and Safety Policy.

This CPP will included significant risks, and where relevant identified in the design risk assessment and any resulting preconstruction information supplied by the client, or any other agent acting on their behalf.

This CPP is a live document and will be continually reviewed and updated by MD Group to ensure it is accurate and reflects changing circumstances, i.e., as work progresses, risk assessments, safety method statements and information from sub-contractors, who are engaged at various stages of the project, to support delivery of the projects/programme of works.

It is vital that any changes are notified to all those working on the project, who may be affected by the activities and any changes. MD Group, as Principal Contractor, will ensure that mechanisms are in place to ensure the client and/or Principal Designer is made fully aware of any such changes.

MD Group, as Principal Contractor, will ensure the progressive development of the plan throughout the duration of the contract.

A copy of this plan will be made available to all employees, contractors, and sub-contractors, authorised enforcing officers and the client's representatives.

14.3 Health and Safety File
The arrangements for the timely gathering and passing on of information for the preparation of the health and safety file are as follows:

Layout and format

- The content and layout of the Health and Safety File will be agreed with the Principal Designer and Client as appropriate.

Arrangements for the collection and gathering and storage of information

- Developing the Health and Safety File will be a continuous process throughout the project. As elements and/or trades complete their works their contribution to the Health and Safety File will be requested.

- Where applicable the Principal Designer will be kept updated by MD Group Manager of all revisions to the Health and Safety Plan and any information that may be necessary for the compilation of the Health and Safety File. Regular liaison with the Principal Designer and/or Client will ensure that any relevant information is passed on.

15.0 Contractor Management

Further requirements are provided in QMF 415 Health and Safety Arrangements for the Appointment and Management of Contractors

MD Group recognise that when we engage contractors or suppliers on particular projects, within our premises or within tenanted properties, we have obligations to ensure the work or supply of goods is planned, monitored, and controlled for the safety of everyone who could be affected by their activities.

The principles of co-operation, co-ordination, and communication, between organisations involved in the work we undertake, underpins these arrangements.

MD Group will ensure it undertakes all necessary action to identify and reduce or remove risks associated with the use of contractors including:

- Implementing a competency-based selection process that includes membership of a recognised SSIP Scheme and other relevant accreditations.
- Provision of adequate information, instruction, and training to be incorporated into works plans and specification documents.

- Ensure auditing arrangements are in place to confirm adherence to MD Group processes including the CPP/Site Pack, asbestos, working at height, purchasing etc.

Contract Managers, Project Managers, Operations Managers and/or Supervisors managing the works or supply of materials for works, will have overall responsibility for planning and coordinating their activities.

For all contracted work or supply of goods, the Instructing Manager will ensure where relevant:

- All contractors/suppliers are approved for use in line with this document and are issued with the **Contractor Handbook.**
- Information is provided to contractors/suppliers outlining the purpose, aims and expectations for safe working in areas for which they are instructed to work.
- Where required, the work does not begin until there is an adequate Construction Phase Plan/Site Pack in place.
- Permits to work are issued where the work requires further control, and this is identified by risk assessment.
- Work is regularly monitored in line with the contractor classification to ensure that it is being carried out safely. Audits are undertaken using the on-line i-Auditor System.
- Arrangements are regularly reviewed and where significant changes to the project are made, risk assessments/method statements are updated to determine any new or changed risk controls to be introduced for the duration of the work and after it is completed.
- Principal Designer and Principal Contractor comply with their duties under CDM Regulations, including arrangements for the submission of relevant paperwork including the F10.
- Where required information required for a Health and Safety File is prepared and submitted as required by the client.

In the case of any documentation referred to above, it will be proportionate to the level of risk and complexity of the project.

16.0 Permits to Work

Further requirements are provided in QMF 443 Health and Safety Arrangements for Hot Work and *in QMF 345 Health and Safety Arrangements for Working with Electricity*

Permit to Work systems are available to safely control work of a hazardous nature or works to be carried out in a hazardous area/environment.

The following are examples of when Permit System can be introduced but only if we have full control of the relevant area for example works involving sources of heat and electricity.

Further Procedures will be developed as required to cover individual specific/specialist site needs and legislative requirements.

17.0 Plant and Equipment

Further requirements are provided in QMF 344 Health and Safety Arrangements for the Provision and Use of Work Equipment

The requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998 shall be implemented by ensuring that work equipment is suitable and properly adapted for the purpose for which it is provided.

The safe use of plant and equipment is essential to promote safe working methods and a safe working environment for employees and others who may be affected by their actions.

The company will select the most appropriate equipment with regard for the working conditions and the risks to the health and safety of employees who may use or be exposed to the equipment.

The selection of equipment shall take account of the following:

- initial suitability
- the location where it is to be used
- the purpose for which it is to be used

Where specific hazards are identified, access to the equipment shall be restricted to those employees given the task of using it.

The most appropriate plant and equipment must be used for the task. The operator must be trained and competent in its use. No person shall use or work on any plant or equipment unless they have received adequate training and are deemed as competent.

Users/operators of the equipment must ensure the plant or machinery is safe and in good working condition, any defects must be reported to their line manager/supervisor and the plant or equipment taken out of use.

All equipment shall be checked for suitability by a competent person prior to its use and where appropriate details of such checks shall be documented and records maintained.

Regional offices are responsible for ensuring all plant and equipment is tested, calibrated, serviced, and maintained and where appropriate registers, logs and records must be maintained.

17.1 Hired and Borrowed Equipment

Hired equipment should always be acquired from the Company's approved plant hire companies. The companies must be vetted and provide information on the safe use and operation of the equipment. Upon receipt, the equipment must be checked to ensure it has not been damaged in transit. Risk assessments should be conducted where required for the use of the equipment.

Under no circumstances should employees borrow equipment from contractors or lend equipment to contractors.

17.2 Portable Electrical Appliances

Further requirements are provided in QMF 345 Health and Safety Arrangements for Working with Electricity

Portable electric equipment should only be used for its intended purpose, in the environment it was designed and constructed for.

Operatives and contractors shall use 110v (50 Hz) or battery-operated equipment on all sites. Where 230v equipment is to be used, its use should be agreed with the MD Manager and this equipment must be used with a Residual Current Device (RCD).

Battery, cordless equipment may be used as an alternative. An associated charger shall be used away from the place of work and accompanied with an RCD where necessary. All equipment, including RCDs, shall be inspected, and checked.

Temporary supply cables and/or lighting shall be installed by a competent person to prevent the introduction of additional hazards.

- Before use, the user should carry out visual checks including but not limited to the following:
    - Damage to the cable sheath
    - Damage to the plug, i.e., cracked casing and bent pins
    - Inadequate joints
    - Internal cable colours showing at the plug, the item or in the cable
    - The equipment has been exposed to conditions it is not suitable for e.g., it is wet or excessively contaminated
    - Damage to external casing the equipment i.e., loose parts or screws missing
    - Evidence of overheating
    - Operating incorrectly i.e., on/off switch does not work
    - Guards and Safety devices fitted and operating correctly
    - Ensure it is within its Portable Appliance Test (PAT) date
    - Test RCD daily prior to use

If the equipment is found to be faulty or past its test date, it should not be used, and the fault reported to the line manager immediately. The equipment should be labelled accordingly, taken out of use and quarantined

(where applicable), until repaired/tested. Disciplinary action may be taken against any employee using faulty equipment on site.

17.3 Office / Property Fixed and Portable Equipment
In offices and leased properties, all fixed electrical equipment i.e., calorifiers, immersions, hot water boilers etc.; and domestic electrical equipment, i.e., kettles, microwaves, toasters, hoovers etc. should also be inspected at least annually in a similar way to portable electrical equipment. Office equipment, such as computer monitors etc., should be inspected at least every 2 years.
Care should be taken when testing electronic equipment such as computers, terminals, and calculators. If necessary, to protect these devices, the power leads only should be tested.

17.4 Employees' own Tools and Equipment
The above paragraph applies to all tools and equipment owned and used by the operatives as part of their employment terms with MD Group. All electrical equipment will be PAT tested by MD Group and records kept. Any equipment failing the test will be removed from site and/or quarantined.

17.5 Fixed (Permanent Installation) & Fixed Equipment
Any modifications, alterations or extensions to the fixed electrical installations will be designed and carried out by a professionally qualified and registered electrical engineer. All work carried out will comply with the current edition of the Institution of Electrical Engineers Regulations for Electrical Installation (IEE Regulations).

Electrical switchgear and control equipment will be kept clean and free obstruction at all times.
To ensure safety and compatibility, all persons purchasing fixed equipment are responsible for obtaining from the manufacturer/supplier details of power requirements and for bringing these to the attention of a qualified person.

18.0 Scaffolds, Towers and Ladders/Steps – Working at Height

Further requirements are provided in QMF 348 Health and Safety Arrangements for Working at Height.

The Work at Height Regulations 2005 sets out the measures that should be taken to prevent falls when working at height is unavoidable. The Hierarchy of Control Measures can be used to determine which measures should be prioritised.

Working at Height is defined as working in a place from which a person could be injured if they fell from it, even if it is at or below ground level. 'Work' includes moving around at a place of work (except by a staircase in a permanent workplace) but not travel to or from a place of work.

MD Group accept that the majority of working at height (WAH) tasks completed is carried out with the use of ladders and step ladders. Therefore, MD Group will ensure it undertakes all necessary action to identify and reduce/remove risks associated with WAH.

- An assessment is made of any hazards resulting out of WAH.
- WAH equipment is, routinely checked, in good condition and suitable for the purpose, location and maintained to prevent danger.
- Competent persons are employed to carry out WAH tasks and possess suitable training, skill, and knowledge for the tasks to be undertaken.
- More specialised work that requires additional training and experience e.g., use of Access Equipment, will be assessed prior to starting and necessary control measures put in place.
- Provision of adequate information, instruction, and training for all employees.
- Ensure auditing arrangements are in place to confirm adherence to MD Group processes including the CPP/Site Pack, asbestos, working at height, purchasing etc.

Only competent, trained, and authorized persons may carry out WAH tasks. Specialist training requirements are further detailed in QMF 348 and the MD Group Training Matrix.

18.1 Inspections, Registers and Reports
Access equipment used for working at height, including:

- Scaffolding Systems
- Portable Towers
- Tetra System
- Ladders
- Stepladders

- Hop Ups
- Crawl Boards

Will be:

- Suitable for its intended purpose.
- Conform to recognised safety standards i.e., CE Marked, TG20.
- Entered into a centrally held register or log which is subject to weekly SHEQ Audits.
- Maintained, Inspected and Examined, as required.
- Removed from use if defective or inspections/examination are past the due date.
- Checked during Line Manager and SHEQ Audits.

19.0 Roof Work

HSE Guidance **HSG 33** will be considered for all roofing activities. Risk assessments and method statements will be required for all work on roofs, prior to the work starting.

Employees and Non-employees will be trained and competent aware of safe working methods for roofing work. Method statements will be prepared for the work and adhered to and used to audited against during works.

Arrangements for roofing work ensure: -

- That all work at height is properly assessed and planned by a competent person.
- Work at height will only be carried out by trained and competent operatives.
- A safe system of access and egress will be provided with materials and equipment hoisted to height by mechanical means.
- A safe place of work will be provided with edge protection that conforms to the regulations.
- No one will be permitted to walk on or near to fragile roofing.
- Areas where fragile roofs are present will be cordoned off or securely covered and warning notices fixed.
- Precautions will be taken during inclement weather and high winds, to prevent equipment or materials falling from roofs.
- Where possible portable tools will run off 110-volt supply systems or batteries.
- Work at height will be only carried out if weather conditions permit it.
- No Roof hot works are to be carried out by MD employees.
- The Site Manager must ensure any Sub-contractors engaged to carry out hot works on rooves are competent and have submitted RAMS, emergency measures and hot works permit process prior to any work commencing.

20.0 Asbestos

Further requirements are provided in QMF 343 Asbestos Policy, QMF 411 Health and Safety Arrangements for Working with Asbestos Containing Materials (ACM's) Not Requiring a License, and QMF 161 Asbestos Emergency Procedure.

Due to the nature of the work undertaken by MD Group there is a strong likelihood that employees will come across asbestos. All employees who may be affected are trained, asbestos aware and prohibited from working with or near asbestos if it is likely to be disturbed, including:

- Remove or attempt to remove any asbestos product.
- Clean or sweep any asbestos product.
- Drill or saw any asbestos product.
- Rub down or scrape any asbestos product
- Disturb any asbestos product.
- "dry sweep" areas where there may be asbestos dust.

Mandatory asbestos awareness training is carried out annually (UKATA e-leaning module) and where this expires the operative is suspended from work schedules until such time as it is renewed.

Employees who are office based and schedule work for the operatives are trained in asbestos awareness (e-learning) so that they are aware of the significance of the information that is required for each job, e.g., asbestos survey report.

Non-employees (contractors) must hold a current asbestos awareness training certificate and be provided with the same information as an employee, prior to works starting and this is a requirement of the CPP/Site Pack Process (QMF 400 & 446).

20.1 Surveys and Registers
Detailed surveys and risk assessment of buildings and non-domestic property under our control are undertaken by a competent contractor/surveyor who holds an appropriate and recognised qualification, such as those accredited by the Asbestos Building Inspectors Certification Scheme (ABICS) or the National Individual Asbestos Certification Scheme (NIACS).

All premises containing asbestos must have an Asbestos Management Plan. In order for this information to be collated a survey must be carried out and a Register compiled. Checking the location and information contained in the register is mandatory for all employees working in properties. Where the information is not available work is not to proceed and the Line Manager, Supervisor or Contract Manager informed.

20.2 'Category B' -Non-Licences Removal
Where it is determined that proposed works fall within the exemptions detailed by Regulation 3 (2) of the Control of Asbestos Regulations 2012 i.e., non-licensable works, these works may be carried out by a competent, trained non licensed contractor. MD Group have an in-house team who will conduct these works ('Cat B trained') or will engage with suitable competent contractors to carry out these works on behalf of MD Group.

MD Group will ensure the work is planned, monitored, and controlled for the safety of everyone who could be affected by their activities.

20.3 PPE
Asbestosis and Mesothelioma are diseases caused by the inhalation of asbestos dust, which can kill by causing irreversible lung damage and/or cancer. The dust particles which cause the damage and diseases are extremely small and cannot be seen by the naked eye and as such making this problem difficult to detect. Although dependant on the exposure and dose, inhalation of asbestos fibres/dust must be avoided by wearing as a minimum a face fitted FFP3 mask.

20.4 Asbestos Contractors – Surveys and Removal Works
Contractors who are required to survey and/or remove ACMs must be competent for the scope of works:

- **Licenced**: Asbestos work that can only be carried out by an HSE Licenced Contractor, which required the contractor to give 14 Days' Notice to the HSE before any work proceeds.
- **Notifiable Non-Licenced**: this category allows a non-licenced contractor to carry out work on non-licensed and limited licenced asbestos removal works, dependant on quantity and quality of asbestos to be removed, it's friability, duration of work, liable exposure, etc. The contractor will need to inform the HSE on-line or in writing before carrying out such work and will have to prove they have:
    - Been trained to Category B - Non-licensed removal.
    - Carry out medical surveillance.
    - Maintain records of the types of exposure.
    - Hold in date relevant insurance.
- **Non-Licenced:** This type of work can be done by a non-licenced contractor to carry out work. The contractor must have:
    - Been trained to Category B - Non-licensed removal.
    - Hold in date relevant insurance.
- **Surveys**: The manager must ensure that the "duty holder" has carried out the correct type of survey to ensure any suspect ACM has been sampled to ensure the employees are not put at risk when they commence work. There are two types of survey:
- **Management Survey**:
  A management survey is the standard survey. Its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspect ACMs in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition. Management surveys will often involve minor intrusive work and some disturbance. The extent of intrusion will vary between premises and depend on what is reasonably practicable for individual properties. Management surveys should cover routine and simple maintenance work only. However, it has to be recognised that where 'more extensive' maintenance or repair work is involved, there may not be sufficient information in the management survey and a localised

refurbishment/demolition survey will be needed. A refurbishment and demolition survey will be required for all intrusive work which disturbs the fabric of the building.

- **Refurbishment and Demolition Survey**: A refurbishment and demolition survey is needed before any refurbishment or demolition work is carried out. This type of survey is used to locate and describe, as far as reasonably practicable, all ACMs in the area where the refurbishment work will take place or in the whole building if demolition is planned. The survey will be fully intrusive and involve destructive inspection, as necessary, to gain access to all areas, including those that may be difficult to reach. A refurbishment and demolition survey may also be required in other circumstances, e.g., when more intrusive maintenance and repair work will be carried out or for plant removal or dismantling. It is a disruptive and fully intrusive survey which may need to penetrate all parts of the building structure. Aggressive inspection techniques will be needed to lift carpets and tiles, break through walls, ceilings, cladding and partitions, and open up floors.

21.0 Substances Hazardous to Health

Prior to any work being undertaken in which potentially hazardous substances are to be used a COSHH Assessment must be undertaken using the Manufacturers Safety Data Sheet. Information will include any health and safety risks associated with the transportation, use, storage, and disposal of the substance and this will be communicated via training.

Van Stock is purchased from an approved supplier who provides an inventory of all items that are supplied to each trade in each office/region, 'Approved List'. Employees must not use any item that is not listed, advice should be sought should a replacement or alternative substance be required.

Material Safety Data Sheets are supplied for each product listed and formal assessments are produced for those that come within scope of the Control of Substances Hazardous to Health (COSHH) Regulations.

SHEQ Department are notified of changes to the van stock approved list and this prompts a review and update of the assessments.

Assessments are held centrally in the SHEQ drive and SHEQ App and are available to all employees.

Clients may require specific substances to be used, for example mould treatment, assessments are required and the SHEQ Department will liaise with the client to obtain the necessary information.

Appropriate storage is provided, in accordance with the assessment, to safely transport, use, store and dispose of the substances.

PPE is provided in accordance with the assessment, to safely use the substances.

Substances must not be decanted into unsuitable containers and all containers must be properly labelled, similar to the original. This includes the marking on Company vehicles with warning labels informing persons of the substances carried i.e., highly flammable, and compressed gas labels if LPG is carried.

Spill kits are provided where required for safe clearance and disposal and this includes environmental considerations.

22.0 Communicable Diseases

There are four main sources of infection that need to be considered in a workplace:

- Blood and other body fluids (e.g., saliva) and sources of blood/body fluids such as human bodies, animal carcasses and raw meat.
- Human or animal waste products i.e., faeces, urine, and vomit.
- Respiratory discharges i.e., coughs and sneezes.
- Skin – direct contact.

Outside work, people can also become infected if they eat and drink contaminated food and water or through sexual intercourse.

Infection at work can occur via:

- Putting contaminated hands and fingers (or pens etc.) into the mouth, nose, or eyes.
- Breathing in infectious aerosols/droplets from the air, e.g., respiratory discharges such as coughs and sneezes.
- Splashes of blood and other body fluids into the eye and other mucous membranes, such as the nose and the mouth.
- Broken skin if it comes into direct contact with the micro-organism (or something contaminated by micro-organisms).
- A skin-penetrating injury, e.g., via a contaminated needle or other sharp object or through a bite by an infected animal or insect.
- Contaminated dust or spray from a cooling tower.

Unbroken skin and the lining of the mouth, throat, gut, and airways all serve to provide a barrier to infection. The cells of these linings and the substances they produce are the body's first line of defence. If a microorganism does manage to cross this barrier, the next line of defence is the immune system. Whether or not an infection occurs depends on the outcome of a contest between the micro-organism and the immune system. The outward signs and symptoms of disease such as fevers or rashes are a result of this contest.

Some people may be more susceptible to infection than others, e.g., those with reduced immunity because of a pre-existing illness. If the tenant reports that their children are ill, you must inform the line manager and carry out a risk assessment.

Some blood borne diseases can live for several months outside the host remains of viruses may still be present on hard and soft surfaces you should be wearing gloves and goggles when removing and dismantling units etc.

Our immune system is built around protecting us from these diseases and disorders. Contagious diseases are those diseases that are spread easily from human to human. These are the kinds that are most dangerous because they make you susceptible and vulnerable, putting your immunity at risk:

- Hepatitis A & B
- HIV and Aids
- MRSA
- Tuberculosis TB
- Scabies
- COVID -19
- Seasonal Flu

For further information, or if you are concerned about your health or that of others, contact the NHS https://www.nhs.uk/ or your GP.

23.0 Sharps and Hypodermic Needles

Whilst at work employees and contractors may come across sharps and Hypodermic Needles i.e., in occupied and void properties, vehicle collection or grounds maintenance. If an employee/contractor comes across any of these, they must stop work immediately and inform their line manager to ensure the appropriate corrective action is taken to avoid injury.

Employees should always be vigilant and avoid placing their hands in areas where Sharps and Hypodermic Needles may have been discarded or hidden i.e., drains/gullies, under baths, behind cupboards, under floorboards, roof hatches, glove boxes, under seats, undergrowth, etc. In some areas unscrupulous people have also been known to use Sharps and Hypodermic Needles to booby trap items in void properties.
Where sharps or hypodermic needles are found and external. Should such items be found, employees must not attempt to deal with them and should immediately inform Line Manager/Supervisor or SHEQ Department and specialist company will be employed to remove them.

24.0 Noise

Noise assessments will be carried out as appropriate and action taken as identified necessary.

The Control of Noise at Work Regulations 2005 state that the Lower Exposure Action Value is 80dB(A) and the Upper Exposure Action Value is 85dB(A).

Measures will be taken to reduce exposure to as low as is reasonable possible by means other than PPE.

Where noise levels cannot be reduced below 80dB(A) the Lower Exposure Action Value assessments will identify those employees and/or activities that will require the provision of suitable noise reduction techniques and/or the use of ear defenders. Such assessments may be specific to site or related to the work activity. employees will ensure that the precautions suggested are implemented.

When levels cannot be reduced below 80dB(A) the Lower Exposure Action Value, then suitable hearing protection will be made available.

Where noise levels exceed 85dB(A), the Upper Exposure Action Value, the wearing of suitable hearing protection is compulsory and will be enforced with areas identified, notified by signage, and protected against unauthorised entry**.** Ear protection shall be provided and worn by all within the noise affected area.

Employees will be provided with information on hazards of work exposing them to noise levels in excess of **85dB(A)** over a working day, instructed and trained in working methods to protect their hearing, including the use of ear defenders. Records will be kept of exposure assessments, information, instructions, and training provided; employees trained.

Where the noise level exceeds 80dB(A) employees, Managers/Supervisors must inform persons in the vicinity.

It is therefore recommended that hearing protection be worn when carrying out the following activities:

- Cutting or grinding using powered plant (e.g., disc cutter/grinders and jigsaws).
- Drilling/chasing/breaking concrete or blockwork.
- When working in a noisy environment.

25.0 Manual Handling

Further requirements are provided in QMF 347 Health and Safety Arrangements for Manual Handling.

Manual handling is the lifting, carrying, pushing, or pulling of items by bodily force and is one of the main hazards affecting this industry. Eliminating the need to carry out manual handling activities is the best control measure.

Where manual handling activities cannot be eliminated, and there is a significant risk of injury, a suitable and sufficient risk assessment will be carried out in accordance with the regulations and identified controls shall be implemented.

Generic assessments have been completed for routine tasks that undertaken by the day-to-day business activities, however where handling operations are identified, that are not sufficient covered by the generic assessment and involve a significant risk of injury, a detailed Manual Handling Assessment must be completed by the Line Manager who should be competent to do so. For further guidance contact the SHEQ Department.

An assessment is not required for handling loads less than 5kg unless a high frequency rate exists.

Introducing mechanical assistance should eliminate manual handling. All persons required to carry out manual-handling operations shall be informed of the guidance on manual handling.

Controls shall be in place prior to the task being undertaken. Action to take when confronted by a manual handling task include:

- Where reasonably practicable, eliminate the need to carry out a manual handling task.
- Use mechanical aids.
- Ensure the operative is capable of carrying out the task.
- Reduce the amount of load to be carried or use more than one person to carry out the task.
- Ensure the environment is safe e.g., reduce the height, and take further measures in poor weather.

26.0 Health Surveillance

Health surveillance is a scheme of repeated health checks which are used to identify ill health caused by work and is required by law when operatives remain exposed to health risks, even after controls have been implemented, as control measures may not always be reliable, despite appropriate checking, training, and maintenance.

Work activities in MD Group that may require health surveillance include noise, vibration, substances hazardous to health, asbestos and lead.

Risk assessments will be completed to determine whether health surveillance is required in MD Group as a result of the work activities undertaken.

Other issues that can indicate whether health surveillance might be appropriate include:

- previous cases of work-related ill health
- reliance on personal protective equipment as an exposure control measure
- evidence of ill health in jobs in this industry
- information from insurance claims, manufacturer's data, and industry guidance

The above will be determined by Health Questionnaires that are mandatory as part of the on-boarding of new starters (QMF 135 Medical Questionnaire and QMF 397 Base Line Questionnaire to Employees exposed to Hand Arm Vibration). Health Screening could be undertaken following review of the above by the Group HR Manager.

The findings from health surveillance will inform the risk assessment and implementation of effective controls.

Health surveillance will:

- only be used for operatives who need it
- provides feedback about actions needed to prevent further harm and to protect operatives
- allows operatives to raise concerns about how work affects their health
- provide the opportunity to reinforce operatives training and education

Operatives will be consulted about health surveillance to:

- assist in the identification of workplace risks
- ensure controls are practical
- ensure operatives understand:
    - the systems in place to control identified risks
    - why health surveillance is important and what it is for
    - what will happen if ill health is identified
    - that they can attend health surveillance appointments during work time, and MD Group as the employer must pay for the surveillance
    - their own duties in law (for example they must attend appointments)
    - what action you may take if they refuse to attend appointments

If any operative believes that they may require health surveillance as a result of their previous or current work history or have been accidentally exposed to hazardous substances etc during work for MD Group they must contact their Line Manager/Supervisor and SHEQ Department immediately.

Where necessary, the advice of a qualified Occupational Health Practitioner will be obtained. If there is a need to have an employee assessed, following ill health or an accident at work, the identification of a hazardous environment or work practice which would warrant health surveillance the SHEQ Department will notify HR to arrange an appointment.

Those returning from long term sickness are risk assessed and offered health surveillance to ensure they return to work and full health gradually.

We will monitor operatives exposed to potential harm from activities or operations likely to result in them suffering conditions of:

Hand Arm Vibration (HAVS)

Hand Arm Vibration Syndrome (HAVS) HAV is vibration, which reaches your hands when working with hand held power tools or hand guided machinery, or when holding materials being processed by machinery.

Regular exposure to HAV can cause a range of permanent injuries to hands and arms. The injuries can affect:

- The blood circulation causing 'vibration white finger' (VWF).
- Sensory nerves reducing sense of touch and temperature.
- Muscles, bones and joints.

To avoid HAVS, employees must reduce their exposure to tools and processes involving high levels of vibration, keep the blood circulation going especially in cold weather by wearing warm clothing and gloves.

If the "daily exposure action value (DEAV)" exceeds 2.5m/s2 then actions must be taken to try to reduce exposure, i.e. trigger time, job share, better work equipment. The "daily exposure limit value (DELV)" of 5.0m/s2 must not be exceeded.

To assess maximum trigger times, vibration data can be obtained from numerous sources, such as the manufacturers, instruction booklets or if hired for short duration, from the hirer. The hirer may also indicate trigger times by green, amber, or red labels attached to the tools. Badly maintained and incorrect use of tools can aggravate the situation.

In MD Group the risk of HAVS is assessed and equipment should be selected with a low vibration level. In addition, rotation of duties can be implemented to reduce exposure.

Upper Limb Disorders (ULD's)

ULD's also called work-related upper limb disorders (WRULD's), repetitive strain injuries (RSI) and musculoskeletal disorders of the upper limbs can affect the neck, shoulders, arms, elbows, wrists, hands, and fingers.

ULD's can occur in jobs that require repetitive finger, hand, or arm movements, twisting movements, squeezing, hammering or pounding, pushing, pulling or reaching movements.

To avoid ULD's, Managers and Supervisors MD Group will assess employees work activities, schedule work to allow for rest breaks and variety, alter workstations, tools or the works environment and train employees as necessary to ensure that repetitive work is minimised.

Noise Induced Hearing Loss (NIHL)

Excessive exposure to high levels of noise over long periods of time can damage the ear, as it will not recover fully after each daily dosage – this can cause Noise Induced Hearing Loss, eventually leading to permanent tinnitus or deafness.

Noise assessments will be carried out as appropriate and action taken as identified necessary.

All assessments must be recorded and reviewed every two years or whenever the noise levels are thought to have increased. Whenever possible, noise reduction programmes should be introduced.

Hazardous Dust

Dust falls into two categories; inhalable and respirable. Inhalable dust (e.g. brick dust, earth, etc) are generally those that once inhaled, the dust particles stick to the mucus in the lung and are expelled but don't enter deep into the lung. Respirable dusts (e.g. some hardwoods, MDF, asbestos, etc) enter deep into the lung and can damage the alveoli (air sacks where the oxygen exchange takes place) and dependant on the quantity inhaled, can over time cause lung cancer, asbestosis, etc.

Operatives must wear the appropriate dust mask when carrying out activities that are likely to generate dust.

Dust assessments will be carried out as appropriate and action taken as identified necessary, for example ensure either a dust extraction system and / or a higher quality of dust mask or respirator is provided for all those likely to be affected.

Disposable FFP 3 masks must be face fitted to the individual. MD Group will ensure that competent and trained personnel will complete Face Fit Testing across the company as applicable. Operatives are required to notify their Line Manger or SHEQ department following any changes that would affect their Face Fit test i.e. significant weight changes, scaring or changes to facial hair.

Other activities or operations likely to result in operatives/ employees suffering conditions include:

- Occupational dermatitis
- Lead ingestion
- Musculo-skeletal disorders
- Damage to their eyesight
- Exposure to asbestos

The hazards listed above are by no means exhaustive and covers the main hazardous issues encountered by employees on a day-to-day basis. If you require any information on a specific risk, then please contact the SHEQ Department.

Records will be kept of: -

- Assessments issued for specific contracts.
- Information, instructions and training provided.
- Employees trained.
- Equipment maintenance and testing (minimum 5 years).
- Monitoring data (minimum 30 years).
- Health surveillance (minimum 40 years).

MD Group is committed to providing a safe and healthy environment for all its employees and those affected by its activities. Deliberate or intentional disregard for safety will result in disciplinary action as the Company views such behaviour as gross misconduct which may result in dismissal.

27.0 Electricity

***Further requirements are provided in QMF 345 Health and Safety Arrangements for Working with Electricity and QMF* 340 Safe Isolation Procedure**

MD Group recognise that electricity can kill or severely injure people and cause damage to property and we have obligations to ensure work with or near electricity is planned, monitored, and controlled to significantly reduce the risk of injuries including electrocution, burns and fire.

MD Group will ensure it undertakes all necessary action to identify and reduce/remove risks associated with work with or near electricity, including:

- An assessment is made of any hazards resulting out of work with or near electricity.
- Electrical equipment and installations are suitable for the purpose, location and maintained to prevent danger.
- Competent persons are employed to carry out electrical work and possess suitable training, skill, and knowledge for the tasks to be undertaken.
- More specialised work that requires additional training and experience e.g., PV, air source heat pumps, will be assessed prior to starting and necessary control measures put in place.

- Provision of adequate information, instruction, and training for all employees.
- Ensure auditing arrangements are in place to confirm adherence to MD Group processes including the CPP/Site Pack, asbestos, working at height, purchasing etc.
- Maintain relevant accreditations and membership of schemes such as NICEIC.

Head of Compliance Services is responsible for developing procedures that include but is not limited to:

- Competency requirements.
- Safe systems of work including circumstances where overhead, buried and internal services is required.
- Safe isolation procedures.
- Maintenance inspection and testing intervals.
- Calibration of critical equipment for working with or near electricity and electrical equipment.
- Maintenance of records.

Employees of MD Group will be provided with information, instruction and training that reflects the requirements of their job roles and commensurate with the level of skill required.

Only qualified, competent, trained, and authorised persons may work on any electrical systems. Specialist training requirements are detailed.

It is forbidden to work on live electrical systems, unless assessed and approved by the Head of Compliance and this will be controlled by a formal Permit to Work.

28.0 Personal Protective Equipment

PPE is only to be considered as a last resort when controlling risks. All other area of risk minimisation shall be exhausted before PPE is considered. Risk assessments will be carried out to identify the need, type, and usage of PPE. It is the responsibility of the hiring Manager to order PPE via the new starter app, in plenty of time before the new employee's start date.

When PPE is supplied it will:

- Be appropriate to the risk.
- Provide effective control/protection.
- Be suitable for the wearer, i.e., comfortable, fit, adjustment.
- Comply with relevant Safety criteria.
- Be stored correctly.
- Be monitored to ensure validity and updated as necessary.
- Display CE (Kite) Standard marking.

Only Company approved PPE, issued following the Company Induction, is to be worn on site by employees unless otherwise authorised. PPE is personal in nature and must only be worn by the person to whom it is issued.

Wearing of shorts of any description on MD Group sites is prohibited. This applies to employees, subcontractors, agency workers and visitors. Client specific requirements for PPE will be provided as required by the contract/region.

All employees shall be trained in the use of PPE, records kept and the issue of PPE to operatives recorded.

If an operative requires replacement items or believes the PPE, they have been provided with is unsuitable or inappropriate for any reason they must inform their line manager or SHEQ Department without delay.

PPE shall be worn when:

- The risk assessment has identified the need for PPE.
- The client requests/has a policy of wearing PPE.
- Legislation dictates the need for PPE.
- Wherever required to ensure safe working.
- When working on building sites or there is a risk of falling objects, all employees shall wear the head protection provided.

- Protective footwear shall be compulsory on all sites at all times.
- If there is risk of eye injuries i.e., drilling, cutting, or working on pressurised systems eye protection shall be worn.
- When using Abrasive Wheels.
- Gloves shall be worn when handling hot, extremely cold, sharp materials or equipment and if there is a risk of trapping to hands or fingers.

The standard equipment issued:

- Head protection helmet to - EN 397
- Eye protection goggles and/or glasses – EN 166 to EN166 B
- Hearing protection to - EN 352
- Foot protection EN 345 / EN ISO 20346 or certain activities may require a higher standard of work wear
- Respiratory protection – suitable to absorb and/or filter identified airborne substances – minimum FFP3 EN 149
- Gloves – suitable to protect against the specific hazard – EN388
- High visibility clothing – EN 471 Class 2

The recipient of any PPE must complete the Record of PPE (QMF 385). An original copy of the form should go on their personnel records with another copy kept at the site/branch.

PPE must not be misused or abused. Lost or damaged PPE must be reported so it can be replaced after investigation.

Helmets must be worn correctly as designed by the manufacturer. They must not be worn back to front, even with the inner lining reversed. Helmets should not be defaced with writing or labels which can degrade their performance and must be replaced if damaged in anyway (whether visible or not).

Adequate protection must be taken when working outside to protect the body from the sun's UV rays, i.e., wear a hat, keep body covered and consider sunscreen.

Wearing body jewellery, studs, rings, etc, at work is a hazardous and can cause serious accidents, even amputations in the workplace, if caught in/on equipment/vehicles or machinery. It is recommended therefore, that jewellery is removed whilst at work or covered with tape as appropriate.

All operatives shall wear as a minimum, at all times whilst at work, protective footwear, trousers, company logoed top, and ID badge whilst at work.

Certain work activities and environmental conditions may require a higher standard of PPE, this will be supplied as required following risk assessment, e.g., Breathing Apparatus in Confined Spaces, Harnesses for Working at Height, steel mid-insoles where nails may be exposed, puncture proof gloves in areas where sharps are prevalent, etc.

Where operatives are required to work in dusty environments or environments where there is a risk of exposure to hazardous substances by inhalation, they must wear appropriate Respiratory Protective Equipment (RPE). The standard RPE issued by the Company for such circumstances is an FFP3 tight fitting face mask.

In accordance with HSG53, any operative who may be required to wear an FFP3 face mask must be face fit tested to ensure the mask is suitable. Operatives attending a face fit test must be clean shaven and be clean shaven on any subsequent occasion they are required to wear an FFP3 mask.

This requirement applies to all operatives who may be required to wear a tight-fitting face mask unless otherwise agreed with an Operations Manager in which case, alternative RPE will be provided.

Line Managers/Supervisors are responsible for ensuring that all persons under their control wear the appropriate PPE/RPE.

29.0 Members of the Public and Working in People's Homes

Further requirements are provided in QMF 131 Protection of Vulnerable Adults.

The health, safety, and welfare of all third parties, including tenants need to be considered when working in and around the property, especially as properties may be occupied by disabled, the young and/or elderly residents.

The needs of the residents come first, therefore before starting work the Contract Manager/Supervisor must carry out a site-specific customer profile assessment to ascertain any special requirements/special care needs that need to be taken to ensure the occupant feels safe and comfortable or measure that are required where tenants have mobility issues.

This information, if relevant, must be communicated to all employees and others prior to commencing work on site and must be included in the CPP/Site Pack.

The CPP/Site Pack must also be agreed with the client as work methods may need to be adapted according to the assessment.

Third Parties must also be made aware of:

- The hazards/risks associated with the works.
- Fire precautions and procedures.
- Emergency Procedures.
- First aid arrangements.
- Booking in/out Procedures.
- Prohibited areas.
- Welfare facilities, toilets etc.
- Who will be responsible for them whilst on site.

29.1 Access

If an employee knocks on the front door of a property and it is answered by a child or young person. The action that needs to be taken is as follows:

- Before entering the property, you **MUST** establish if there is a responsible adult on site, e.g., ask to speak to the mother/father. If uncertain always check with the office as in some cases the tenant may be under 18.
- If there is no adult on site, then leave a "No Access" Card with the child or young person, explaining what you had come to do and ask them to give the card to the responsible adult. **DO NOT** under any circumstances enter the property.
- On leaving inform the regional office.

29.2 Violence

Violence is classed as **"*Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work*".** Verbal abuse and threats being the most common and can take place in the property, the street, the car, the car park. Violence of any kind will not be tolerated under any circumstances. The Company will take advice and may refuse to work in the homes of persistent offenders.

If the employee has prior knowledge, that the resident is violent or unstable, e.g., through previous contact or being informed by the client, then they should be escorted by another employee and/or a client's representative.

The following action is to be taken by the employee if they are being:

- **Verbally Abused:** they should initially try to defuse the situation, if things calm down immediately and they feel safe, then they should continue with the work. If the abuse persists then they should politely leave the premises, leaving a "No Access" Card with the resident if appropriate. **Never remain in any situation where you feel unsafe or at risk**. All cases of Verbal abuse should be written on the works ticket and reported to the Office, they should report it to the Client.
- **Threatened:** Dependant on the situation they should initially try to defuse the situation and once again if they feel it is safe to continue, they should (diplomatically and out of earshot of the residents) report the threatening behaviour immediately to the office prior to continuing. The Office should keep in regular contact with the employee for the duration of that job and until they have left site. If the

threatening behaviour persists, leave the premises, leaving a “No Access” Card with the resident if appropriate. **Never remain in any situation where you feel unsafe or at risk**. The incident should be written on the works ticket and reported to the Office. The office MUST report the assault to the Client.

- **Physically Assaulted**: Employees should defend themselves whilst making a hasty exit from the property. Once safely outside the property and out of harm’s way they should immediately report the assault to the Police and the Office, who should report the assault to the Client. The Company will not tolerate any form of physical violence and will take legal action against the offender(s).

29.3 Hygiene

If an employee is about to enter property or room which is in an unhygienic condition, and they feel their health and/or safety will be affected they do not have to continue with the work and should make diplomatic excuse and leave the property. They should inform the resident that the Office will contact then to make another appointment. They should report the reason for leaving the property to the Office, who should report to the Client.

If whilst carrying out the work they come across an unhygienic situation, they should politely ask the resident if they could clean the area to allow them to progress. If this becomes a problem then the job should be made safe and suspended, the employee should leave the property and a further appointment should be made to complete the work. The Office should be informed, and they should inform the Client.

Employees are not required to clean properties classed as ‘filthy and verminous’ and in certain circumstances and external company will be instructed to clean the property.

All such incidents should be logged and reviewed at the Contract Meeting to highlight the extent of the problem, whether further action is required, or the procedure needs reviewing.

30.0 Lone Working

Further requirements are provided in QMF 297 Lone Working Arrangements

Lone workers are those persons who work by themselves without close or direct supervision. MD Group methods of working often result in lone working and therefore is potentially hazardous. Lone workers should be at no more risk than other employees. This may therefore require extra risk prevention measures.

The Company will ensure, so far as is reasonably practicable, that employees and non-employees who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety. Measures will also be adopted to protect anyone else affected by solitary working.

Any employee working alone shall be provided with adequate information of the hazards they are likely to be exposed to, be given suitable training, and have the necessary skill, knowledge, and experience to carry out the expected task safely.

Clients are required to provide and keep updated information relating to their ‘VIP’ tenants and working in pairs will be adopted where this is safe to do so.

All lone workers shall be aware of:

- The risks associated with the job
- How and who to contact in case of emergency
- The action to take in case of emergency
- Know their limits on what they can and cannot do

If working alone, on site, in the office or driving long distances/out of hours, the lone worker should keep in regular contact with a colleague or someone who will raise the alarm in the event contact is lost. Lone workers must always have two-way communications.

Young Persons and/or New and expectant mothers must have lone working managed appropriately.

Managers must ensure that lone workers are medically fit, 18 years of age or over and that a risk assessment has been carried out for all lone working. If in any doubt about prohibited lone working situations, contact the SHEQ Department.

The following activities cannot be done alone:

- Work on live equipment
- Work in confined spaces
- Work with certain hazardous substances.
- Working at height (dependant on Risk and nature of work)

Before any employee is requested to work alone, they shall be made aware of the Company Lone Working Procedure.

31.0 Driving

Further requirements are provided in QMF 254 Driver's Manual

All employees who drive on behalf of The Company will comply with the **Road Traffic Act 1974,** all subordinate legislation, and the **Highway Code**.

Only persons with full driving licences will be permitted to drive that class of vehicle. Driving licences will be checked 6 monthly.

All employees are required to report any driving convictions or points on their licence. A system of recording accidents/incidents will be established to identify training needs Training will be provided where a need is identified.

To reduce this risk the following shall apply to all employees:

- Only qualified and authorised persons shall drive a Company vehicle, ensuring that weight limits are not exceeded, and loads are safely positioned and secure.
- Drivers of commercial vehicles carrying dangerous goods are to carry a 2 kg powder extinguisher on the vehicle. If the vehicle is used to clear site and remove rubbish, the driver should ensure that the vehicle is not overloaded and must be in possession of the Company's current waste carrier's certificate.
- Drivers should avoid giving lifts to strangers for their own safety.
- The use of hand-held mobile phones whilst driving a company vehicle is prohibited unless an approved hands-free kit is fitted. MD Group discourages any driver from making or taking calls whilst driving due to the potential distraction from concentration on the road. It is therefore advisable that drivers should pull over in a safe place if it is necessary to make or receive a call.
- All drivers shall be aware of the risks of tiredness, fatigue, and stress (be it from work, domestic or social circumstances) and not drive if they believe they are unfit in any way.
- Drivers must never drive after consuming any amount of alcohol or whilst under the influence of drugs, including prescription drugs which may impair the ability to drive. The Company has a zero tolerance approach to drinking alcohol during work hours and using a company vehicle, or personal vehicle for work purposes, and no amount of alcohol should be consumed at all when driving. If the Company has any reason to doubt as to whether a driver is fit to drive, for any reason, then the Company has an unfettered discretion to stipulate that that driver should NOT drive. Such conduct will be dealt with under our disciplinary policy, the consequence of which could be dismissal for gross misconduct.
- The Company advises all drivers take a 15-minute break from driving every 2 hours, and if the driving time limits set out in the guidance contained within the Driving at Work Policy are likely to be exceeded then overnight accommodation should be arranged.
- Drivers must report all road traffic accidents to their Line Manager and the Fleet Manager
- A strict "no smoking/vaping" policy in all company vehicles. This includes "e-cigarettes" and "heat not burn" type devices.
- Drivers are responsible for carrying out periodic vehicle checks (daily for drivers of certain vehicles) in accordance with the Company's and the manufacturer's requirements, including:
    - Servicing – as per manufacturer's instructions
    - Tyres, fuels and waters, oils - Weekly
    - General state of the vehicle – Weekly.
- Ensure the vehicle is not overloaded and that all loads are secure.
- No employee shall drive if they feel unwell or un-fit to drive. Any illness that may cause problems driving must be reported to their line manager immediately.
- Employees should drive in an economic manner which reduces fuel emissions and the environmental impact of their activities by avoiding excessive speed or acceleration whilst driving.

- Drivers should also be aware of rule 123 of the Highway Code which states as follows:
- “You MUST NOT leave a parked vehicle unattended with the engine running or leave a vehicle engine running unnecessarily while that vehicle is stationary on a public road”.
- Please note that unnecessary idling is an offence under road traffic legislation punishable by a fixed penalty fine.

All employees who use their own vehicles on company business are required to provide evidence of insurance that covers such use.

32.0 Alcohol and Drugs

Further requirements are provided in QMF 374 Alcohol and Drugs Policy

All employees are expressly forbidden from being under the influence of drugs or alcohol when reporting for work or during working time, Any breach of this rule will be treated as gross misconduct and is likely to result in summary dismissal.

Employees who take, sell, buy, or possess non-medicinal drugs during working hours or on Company premises or in Company vehicles will be committing an act of gross misconduct and are likely to be summarily dismissed.

An employee who is under the influence of alcohol or non-medicinal drugs during working hours or on Company premises will be escorted from the premises immediately. The Company will take disciplinary action when the employee has had time to sober up or recover from the effects of intoxication. Intoxication at work will normally be treated as gross misconduct and is likely to result in an employee’s summary dismissal.

All employees are encouraged not to cover up for colleagues with a drink or drug problem but rather to recognise that collusion represents a false sense of loyalty and will in the longer-term damage those colleagues. Employees who recognise that they have a drink or drug problem, or that they are at risk of developing one, are encouraged to come forward for help. They should speak in confidence with their line manager.

33.0 Stress and Mental Health

People experience stress when they perceive that the demands of their work are greater than their ability to cope. Coping means balancing the demands and pressures placed them (i.e., the job requirements) with their skills and knowledge (i.e., capabilities) e.g., if a member of staff is given a tight project deadline, they may feel they have neither the skills nor ability to do it well, they may begin to feel undue pressure, which could result in work related stress.

The Company take this seriously and aim to make sure employees aren’t made ill by their work. Mental Health First Aiders are trained to work with Managers.

Work Related Stressors can be caused by:

- The Demands of the job: too much to do, too little time: too little/too much training for the job: boring or repetitive work: too little to do: the working environment.
- Control: lack of control over work activities.
- Job Role: staff feeling that the job requires them to behave in conflicting ways at the same time: confusion about how everyone fits in.
- Relationships: poor relationships with others: bullying, racial or sexual harassment.
- Support and the Individual: lack of support from managers and co-workers: not being able to balance the demands of work and life outside work.
- Change: uncertainty about what is happening: fears about job security.

Many of the outward signs of stress in individuals should be noticeable to managers and colleagues. In particular, changes in a person’s mood or behaviour, such as deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, or reduced performance.

Those suffering from stress may also smoke or drink alcohol more than usual or even turn to drugs. They might also complain about their health: for example, they may get frequent headaches.

To avoid all the problems related to stress, both individual and Managers should make themselves aware of the symptoms of work related stress. They should know the stressors and the individual symptoms of stress as well as behaviour that stem from stress. They should:

- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking. Monitor holidays to ensure that staff are taking their full entitlement.
- Attend training as requested in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g., bereavement or separation.
- Employees may be reluctant to admit they are feeling stressed by work. This is because being stressed can be seen as a sign of weakness. Managers can help by making it easier for staff to discuss stress. Reassure them that the information they give will be treated in confidence.
- If a Company employee requires confidential help and guidance, they should be guided towards the HR department or Mental Health First Aider to signpost further external resources if necessary.
- HR and SHEQ department are to assist managers by:
    - Giving guidance to managers on the stress policy.
    - Helping monitor the effectiveness of measures to address stress by collating sickness absence statistics.
    - Advising managers and individuals on training requirements.
    - Providing continuing support to managers and individuals in a changing environment and encourage referral to occupational workplace counsellors where appropriate.

- If a Company employee requires confidential help and guidance, they should be guided towards the HR department or Mental Health First Aider to signpost further external resources if necessary.

34.0 Housekeeping

Poor housekeeping i.e., rubbish and materials obstructing pathways, materials not being stacked on shelves correctly or out of reach, etc, not only causes an increase in the risk of slips, trips, falls and being struck by falling objects, but also exposes members of the public to risks created by the Company's activities.

All employees must ensure that:

- All stairways, passages, and gangways are kept free from materials, boxes, stationery, supply leads and obstruction of every kind. No materials or equipment shall be stored in any access, egress, or walkway.
- Materials and equipment are stored tidily so as not to cause obstruction and kept away from the edges of buildings/roofs, ladder access, stairways, floor openings and rising shafts.
- Commonly used items are stored within easy reach, i.e., stationary, cleaning materials, consumables, etc and not of tall cupboards and high shelving.
- Office equipment, computers, keyboards, printers, etc do not hang over desks obstructing circulating spaces, also avoid leaving filing cabinet draws open and trailing leads across walkways, corridors, etc.
- When protruding nails are found in re-usable boards, planks, and timber they should be removed. Protruding nails in scrap timber should be bent flush, hammered in, or removed.
- Tools are not left where they may cause tripping or other hazards. Tools not in use should be placed in a tool belt or tool bag and at the end of each working day be collected and stored in an appropriate secure container.

Working areas are kept clean and tidy. Scrap and rubbish must be removed regularly into proper containers or disposal areas. A "tidy as you go" policy should be adopted.

Toilets, wash-up facilities, and drinking water are provided for the convenience and comfort of all. Please help to keep them clean and sanitary.

Rooms and site accommodation are kept clean. Do not allow soiled clothes, scraps of food etc. to accumulate, especially around hot pipes or electric heaters.

Spillages of oil or other substances must be contained and cleaned up immediately.

35.0 Highly Flammable Liquids (HFL) and Liquefied Petroleum Gases (LPG)

All flammable liquids, LPG and gas cylinders must be stored properly:

- Containers of all HFL's will be identified and properly marked.
- Quantities of HFL's, less than 50 litres, will be stored in properly marked, lockable, ventilated
- metal bins.
- Bulk storage (more than 50 litres) of HFL's will be in securely locked cages or a well ventilated, secure building, apart from other buildings and clearly marked HIGHLY FLAMMABLE LIQUIDS - NO SMOKING and suitable fire extinguishers provided.
- Where HFLs are used inside buildings no naked flames, spark-producing tools or smoking will be permitted and suitable fire extinguishers will be provided.
- HFL fumes and vapours will be dispersed by adequate ventilation.
- A flameproof motor will be used if mechanical ventilation is required to disperse fumes etc Manufacturers or suppliers' data sheets and **COSHH** assessments will be provided.
- Warning notices and barriers will prevent unauthorised entry into buildings /areas where HFLs are being used.
- L P G (butane propane) are highly flammable gases that are heavier than air and when mixed with air form highly explosive mixtures. When used The Company will ensure: -
    - The company complies with The Dangerous Substances and Explosive Atmospheres Regulations 2002.
    - LPG cylinders will not be stored in buildings or containers but in a compound or cage at least 4m from any building or other structures or sources of ignition.
    - Signs will be displayed indicating the presence of LPG and prohibiting smoking. LPG cylinders will always be used and stored upright.
    - After use, all LPG cylinders will be returned to the store.
    - When stored Used and full LPG cylinders will be stored separately and segregated from oxygen cylinders Fire extinguishers must be in place.
    - When being transported cylinders will be kept upright and secured.
    - Vehicles will display warning notices and carry a TREM card, be equipped with fire extinguishers and the driver trained in emergency procedures.
    - Hoses and connections between LPG cylinders and any tool or appliance will be inspected before use for leakage and comply with current safety standards.

36.0 Display Screens (DSE) and Office Equipment

All employees when working in an office shall assist in minimising the risk of accidents, ill health, and fire within the office environment. Hazards will be minimised by: -

- Properly storing materials.
- Protecting against or eliminating trailing electrical cables.
- Closing filing cabinet drawers.
- Keeping staircases and fire exits clear and unobstructed.
- Where there is a risk of injury from manual handling, a suitable and sufficient risk assessment will be carried out and appropriate procedures established.
- Chemical hazards will be subject of **COSHH** assessments.
- Electrical hazards will be minimised by ensuring: -
    - That all cables and connections are maintained in good condition.
    - Equipment is properly earthed and correctly fused.
    - Sockets are not overloaded.
    - Water kept away from electrical installations.
- Electrical equipment shall be subject to regular checking every 12 months.

36.1 Display Screen Equipment (DSE)

The health hazards associated with using display equipment are postural (musculoskeletal) problems, visual fatigue, and mental stress. (DSE refers mainly to computer screens associated with workstations but can include other display equipment).

All users of workstations should carry out the online eLearning training and complete a self-assessment (QMF 373 DSE Self Assessment). This should be refreshed when changes are made to the set up.

Controls required should be discussed with the Line Manager and SHEQ Department who will ensure they are implemented and monitored.

Eye and eyesight tests shall be provided upon request, vouchers are available from the SHEQ Department.

36.2 Fire Arrangements
A fire risk assessment will be completed for each office location under The Regulatory Reform (Fire Safety) Order 2005 by a competent person. Actions arising will be managed by the SHEQ Department and relevant Operations Manager.

All staff will be instructed in the 'emergency evacuation' procedures.

Emergency evacuation drills will be carried out and recorded. Alarms and Firefighting equipment will be serviced and maintained.

Fire and emergency evacuation instructions will be posted in conspicuous positions.

Visitors will be 'booked' in and out and escorted from the office in the event of an emergency.
Fire hazards will be minimised by: -

- keeping fire doors closed
- keeping fire extinguishers in place
- keeping paper and other flammable materials to a minimum
- a 'no smoking/vaping' policy in conformance with the Smoke-free (Premises and Enforcement) Regs 2006

37.0 First Aid Arrangements

First Aid arrangements shall follow **First Aid Regulations 1981** and the Approved Code of Practice. Where the company are acting as contractor or otherwise working on site, arrangements shall normally be made with the Principal Contractor to share first aid facilities. Where the company is the principal contractor sufficient first aid arrangements shall be assessed as part of the welfare requirements.

Sites shall be provided with a first aid kit. The location of the first aid kit and the identity of the first aider will be displayed in the site office. The kit will contain (at least) the scale of equipment in accordance with the Regulations. Employees shall be advised of the arrangements, which shall be included in the induction process.

It is noted that there are diseases, which may be transmitted through body fluids, including HIV virus (Aids) and Hepatitis B. During any first aid treatment, care will be taken to avoid the injured person's blood by wearing gloves.

Each regional office will have 1 or more, depending on the size of the office, 'appointed person(s)' or qualified 'fist aid at work' trained employee(s).

38.0 Smoking/Vaping

Smoking/Vaping will not be permitted in the company's offices, buildings, premises that are enclosed or substantially enclosed or vehicles. Signs that conform to these Regulations will be displayed within all vehicles and buildings over which we have control or responsibility. All our employees and sub-contractors will be informed of this policy at induction into the company and onto site.

39.0 Working from Home

Further requirements are provided in QMF 387 Working from Home Policy.

Once permission has been granted for home working by the Manager, employees should refer to and adhere to the policy and procedure when working from home.

For home workers a DSE Assessment should also be conducted in the home of the employee to ensure all risks relating to working from home have been addressed.

40.0 Misconduct Subject of Disciplinary Procedures

Disciplinary procedures may be instigated in respect of any employee who commits any of the below acts of misconduct: -

- Demonstrates symptoms of drug or alcohol abuse.
- Smokes in our buildings, offices, and vehicles whilst at work.
- Drives vehicles or operates plant and machinery when not authorised.
- Engages in horseplay, aggression, acts of violence, harassment, sexual or abusive behaviour.
- Damage to, or abuse of, safety equipment.
- Removal of safety devices without authority, e.g., edge protection, guards, warning signs or notices
- Smokes or uses naked lights in prohibited places.
- Abuse of welfare amenities.
- Removal of materials and equipment from site without authority.
- Overloading plant, equipment, and structures beyond safe limits.
- Giving false information to obtain employment or during enquiries or investigations into accidents or occurrences.
- Failure to report defective equipment or hazardous situations and operations.
- Failure or refusal to wear personal protective equipment.

HR Department must be contacted prior to instigating disciplinary procedures

41.0 Working Time Regulations 1998

The company recognises that where employees work excessive hours, there is a risk to their health and safety. Therefore, procedures will be instigated to ensure that these regulations are fully complied with.

42.0 Protection of the Environment

In recognition that our activities have an impact on the environment and our commitment to improve our environmental performance and minimise harmful effects on the environment we have prepared a separate Environmental Policy and an Environmental Management System.

Employees will be informed on all environmental aspects and issues as they affect our undertaking and the implementation of procedures detailed in our environmental management system.