


# Health & Safety At Work

**Policy** Version: 3.1

Issue date: October 2023

<b>RCPO00024</b>	<b>Health &amp; Safety At Work Policy</b>
<b>ISSUE DATE</b> December 2020  <b>REVIEW DATE</b> October 2023  <b>NEXT REVIEW DATE</b> October 2025  <b>VERSION</b> 03.1	<b>AUTHORISED BY:</b>    <b>Colin Perry-Davis</b>  <b>CEO</b>

Version Change Summary		
New Version ID	Date of Change	Summary of Changes
1	3/12/2020	Creation
2	4/1/2022	Page 11 – Accident Reporting section updated to include link to online form. Page 24 – Working in Roof/Ceiling Spaces Added.
3	05/01/2023	Whole policy review, format. Page 14 – Lone Working section updated Page 24 – Working at Height Added
3.1	06/10/2023	Updated to reflect H&S committee meetings progress.



## **1. PURPOSE**

Rock Compliance Ltd is committed to fulfilling both the moral responsibilities and the legal obligations arising out of common and statute law in respect of the health, safety and welfare at work of its employees. Rock Compliance also accepts responsibility for ensuring the health and safety of others, including the employees and customers of clients, contractors and other Group companies, as well as members of the public and any other persons who may be affected by the conduct of Rock Compliance's business activities.

## **2. COMPANY POLICY**

It is the policy of Rock Compliance to meet its moral and statutory responsibilities in this regard by ensuring, so far as is reasonably practicable, that employees are able to carry out their work without risks of their safety or health, and that clients and their customers, contractors, agents, franchisees and other members of the public do not face unacceptable risks of their safety and health arising out of the conduct of company business.

### 3. POLICY STATEMENT

I, as CEO, with my Board of Directors and Senior Managers, have made a commitment to ensure that the health, safety and welfare of our employees, subcontractors and the general public, is effectively managed to prevent harm and avoid accidents, injury and ill health.

We are committed to ensuring that, through the continual improvement and monitoring of our health and safety management systems, which form part of the integrated Quality, Environment, Safety and Health) Management System, we are in full compliance with the duties, and strive to exceed the requirements, of the Health and Safety at Work etc. Act 1974 and all subsequent relevant legislation. To do this, Rock Compliance have set a full programme of objectives and targets that are reviewed in line with this policy and the Rock Compliance Quality and Environment policies (refer to Log LD023 contained within the IMS).

The Rock Compliance Board of Directors assume overall responsibility for health and safety, promoting a positive culture of compliance and ensuring that it is understood that each employee has a duty of care to themselves and others around them with regards to health and safety. Daily responsibility for the implementation of the systems has been assigned to the Rock Compliance Group Health & Safety Manager.

Rock Compliance ensure as a minimum that it:

- Fully controls all risks relating to our operations
- Consults with employees including the attendance of employee representative in the committee and ensure the participation of all employees on health and safety matters
- Provides information and instruction on the safe handling and use of substances
- Provides instruction, information, training and supervision for employees
- Provides safe and healthy working conditions
- Regularly reviews, re-issues and communicates this policy statement
- Reports, investigates and monitors all accidents and incidents to prevent recurrence

Rock Compliance is committed to preventing harm to individuals, the public, premises, property and the environment; to complying with legislation and to continually improving its performance.

Employees at every level have received training to understand that Health and Safety at Work is a primary objective for all employees and that Safe Working Practices must have priority over all other operating requirements.

The Rock Compliance Management team recognises the important responsibility to create the right Operation procedures and conditions under which work is carried out safely. Customer satisfaction is dependent upon a job being delivered to the required risk and method statements.

The Health and Safety at Work Act 1974 places responsibilities on employees with regard to their behavior when at work. Employees are encouraged to bring quality, environment, safety and health matters that concern them to the attention of their supervisor/ line manager or the Operations Management Team.

The duties placed upon a Rock Compliance employee are as follows:

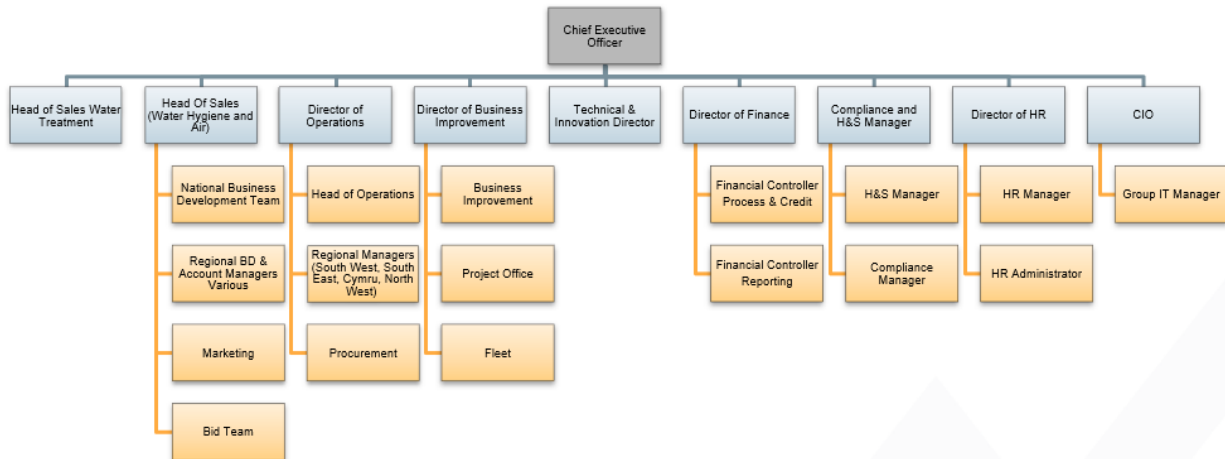
- ◆ To perform their duties with health and safety regarded as being of paramount importance
- ◆ To take responsible care for the health and safety of themselves and that of others, including the general public, who may be affected by an employee's actions or omissions.

- ◆ To refrain from intentional or reckless interference with anything provided in the interest of safety, health and welfare.
- ◆ To co-operate with Rock Compliance in order to ensure that the Policy and associated policies are complied with.
- ◆ To ensure that all safeguards, protective clothing and safety equipment issued to minimise risk are utilised in the correct manner in accordance with training, information and instruction given.
- ◆ To ensure that only equipment is used and tasks are carried out for which adequate training has been given.
- ◆ To follow all instructions, procedures, method statements and permits to work as required.

This includes the right to “refuse to work on safety grounds” if a site-specific risk assessment or pre-work assessment identifies that it is unsafe to work until additional controls have been put in place. These must be reported immediately to Line Management.

- ◆ To maintain high levels of personal hygiene and housekeeping standards within the working area.
- ◆ To immediately report any accident, incident, near miss or dangerous occurrence on site to Line Management..
- ◆ To immediately report any unsafe behavior or breach of site safety rules to Line Management.
- ◆ To report any defects to plant, machinery and equipment without any undue delay to their line manager and not to attempt repairs for which they have not been trained and authorised to carry out.
- ◆ To assist, when requested or relevant, in any incident investigation whether it be an external or internal investigation.

#### 4. ORGANISATION AND RESPONSIBILITIES



Overall responsibility for health and safety is that of the Chief Executive Officer of Rock Compliance.

It is the responsibility of the Chief Executive Officer to comply with the intentions as set out in the health and safety policy statement and ensure that adequate provisions are available to do this.

The Chief Executive Officer has delegated daily responsibility for the development and implementation of the health and safety management system to the Group Health & Safety Manager.

All those persons referred to within the scope of this policy are required to adhere to its terms and conditions. They must understand that this policy is also incorporated into their contract of employment, each individual manager is responsible for ensuring that this policy is applied within their own area.

#### ROLES AND RESPONSIBILITIES

##### Chief Executive Officer:

- Leadership of a safety, health and compliant culture
- Responsibility for all departments and activities of Rock Compliance
- Resources
- Financial Control
- Operations, Contract and Management System Review
- Complaints, Improvements and Corrective Actions
- Review Accident trends and analysis

##### Board of Directors / Leadership Team:

- Responsibility for the relevant activities of the Rock Compliance Department
- Promotion of a safety, health and environment compliant culture
- Resources
- Operations, Contract and Management System Review
- Complaints, Improvements and Corrective Actions
- Consultation with management, suppliers, contractors and clients
- Review of accident trends and analysis
- Contract review

**Group Health & Safety Manager:**

- Leadership and implementation of a safety, health and compliant culture
- Management, implementation, maintenance and continual improvement of the business management systems to meet compliance with safety, health, quality systems
- Identify and control training requirements for all staff
- In house training delivery
- Site safety inspections
- Investigation of incidents and accidents and overall authorisation
- Reporting of any incidents under the RIDDOR Regulations
- Preparation and issue of the Health and Safety and Compliance report to management and board
- Advice on training and competence needs
- Subcontractor approval
- Subcontractor audits

**Operations/ Sales Managers:**

- Management of the Compliance Business
- Promotion of a safety, health and compliant culture
- Site safety Inspections
- Project planning
- Consultation with management, suppliers, contractors and clients
- Key account management
- Contract review

**Operations Managers / Supervisors/Line Managers.**

- Management of Operatives and Field Staff.
- Promotion of a safety, health and compliant culture
- Co-ordination and Liaison with Client;
- Estimation and Quotation Preparation and Approval;
- Risk Assessment and Method Statement Preparation;
- Site Specific Risk Assessment Site Induction, Tool Box Talk, and checking that employees have correct PPE and conformant tools and equipment
- Site Supervision;
- Subcontractor Performance Monitoring;
- Record Site Safety Inspections;
- Incident Notification;
- Plant and Equipment Service, Calibration and Test Administration.
- Installation, Inspection and Commissioning.
- Identification of additional training needs amongst Operatives

**All staff:**

- Ensuring issued PPE is worn.
- Site Specific Risk Assessment;
- Promotion of a safety, health and compliant culture
- Workmanship and Quality;
- Plant and Equipment Inspection;
- Incident Reporting; Site Corrective Actions.

## **5. HEALTH AND SAFETY ARRANGEMENTS**

### Risk Assessment

In accordance with Section 3 of the Management of Health and Safety at Work Regulations 1999, Rock Compliance carry out risk assessments of all activities that may result in harm as a consequence of our operations. The risk assessment is carried out by a suitably competent person who has sufficient knowledge of the hazards and associated risks.

The findings of the risk assessment are communicated to all staff that may be affected by the assessment. Any actions that are identified as requiring attention are communicated and approved by the relevant Operations Manager and where further advice is required, the Compliance and Health & Safety Department. The relevant Operations Manager will then be responsible for assigning the actions for completion.

Generic risk assessments shall be made available to operatives at all times on the Compliance and Health & Safety System and within the operatives PDA along with other relevant documentation such as method statements and safe systems of work.

The assessments shall be reviewed by a competent person and approved by the H&S Department at regular intervals or sooner if a change dictates.

Site specific risk assessments are carried out for works where a detailed assessment of risk is needed based on the requirements and size of the job. A pre-work risk assessment is completed by operatives on arrival at site in order to identify any site risks that deviate from the original risk assessment and ensure the implementation of any additional control measures prior to the commencement of works.

### Consultation and Communication with Employees

Rock Compliance provide consultation with employees through the Safety, Health and Environmental Committee which sits every quarter, the Committee is attended by a nominated representative from each discipline within the business and is chaired by a nominated chairperson. The names and contact details of nominated representatives are communicated to all staff on induction and contact information is also available on H&S notice boards.

Communication of safety and health matters are via:

- Monthly toolbox talks,
- Safety bulletins,
- SharePoint data base,
- Regional meetings,
- Management reviews,
- New employee induction,
- Notice boards,
- Training,
- Intranet,
- Monthly HSEQ meetings,
- Monthly Leadership Team meetings.
- Annual Competency Assessments.

In addition to this, Rock Compliance offers information through the Integrated Management System that is managed by the Group Health & Safety Manager.



### Safe Plant and Equipment

All work equipment that is utilised by Rock Compliance is purchased and maintained in compliance with the Provision and Use of Work Equipment Regulations 1998 (PUWER) and other associated legislation.

The Director of Operations, in association with the procedures that are issued and maintained by the Group Compliance and H&S Department, is responsible for the identification of all plant and equipment that will form part of the maintenance schedule. All information is issued onto the Rock Compliance asset database in order to provide open access to all supervisory staff that may deploy such equipment.

All plant and equipment shall be checked at the specified intervals and, in addition, shall be monitored as part of the site inspections that is carried out by the supervisors/line manager and the Group Compliance and H&S Department.

Any faults or defects that are found with equipment shall be reported immediately to the supervisor/line manager and withdrawn from use until rectified.

It is deemed that 110v is the maximum voltage for any electrical equipment used by Rock Compliance, apart from office equipment.

All equipment is to be maintained, Inspected, Calibrated and tested at the following frequency's:

- Site electrical equipment – 6 Month intervals
- Office electrical equipment – 24 Month intervals
- Access equipment – 12 Month intervals
- Thermometers / measurement equipment –Monthly intervals

It is the responsibility of the user to ensure that the equipment is fit and safe for purpose prior to each use

### Safe Handling and Use of Substances

All hazardous substances that are procured and utilised by Rock Compliance are subject to a COSHH assessment that is carried out by the Group Compliance and H&S Department in line with the Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH).

All new substances that are identified for use is subject to assessment and approval by the Compliance and Health & Safety Department prior to procurement and will require a COSHH assessment prior to distribution and use as requested by the Operations Manager.

Upon completion of the COSHH assessment, this is issued to the Integrated Management System, to the Operations Manager and to the Supervisor for communication to operatives. All relevant COSHH assessments shall be kept in the operatives PDA. All operatives shall receive information and training on hazardous substances and COSHH procedures on induction with additional and refresher training provided at regular intervals.

Any actions that are identified within the assessment shall be monitored for completion by the Compliance and Health & Safety Department.

COSHH assessments are regularly reviewed or sooner if circumstances dictate.

Occupational Safety and Health Administration (OSHA) requires the establishment of special “designated areas” in for the storage of chemical substances of moderate to high chronic

toxicity (and including carcinogens, teratogens, and embryo toxins). A “designated area” may be a ‘zoned space’, cabinet, desiccator, fume hood, or refrigerator where toxic substances can be stored or used. A sign should be present to alert other personnel that such substances are present. This also serves to alert housekeeping and maintenance personnel that they should be especially careful when working around these areas.

- Store chemicals according to the manufacturer’s recommendations.
- Do not store chemicals at high levels above arms reach.
- Safety cans are used instead of glass bottles for volumes of flammable solvents larger than one quart (or larger than one pint for solvents that are highly volatile such as ether or pentane) if the purity required does not mandate glass storage.
- Supplies of flammable and combustible liquids should be reasonable for the business needs, and must be properly stored. Storage areas and/or rooms where volatile solvents are used must be adequately ventilated.
- Flammable or combustible liquids or gas cylinders are positioned well away from open flame or other heat sources, not in corridors and not within exhaust canopies.
- Unless used for manufacturing, large drum (bulk) containers are not to be used.
- Bottle carriers are provided for transporting glass containers larger than 500 ml that contain hazardous chemicals. Carriers are not needed for shatter resistant plastic-coated bottles.
- Precautionary labels must be present on the containers of all hazardous chemicals (flammable liquids Classes I, II, and IIIA; corrosives; irritants; asphyxiants; potential carcinogens; etc.), indicating type of hazard and what to do if accidental contact occurs. If the container is too small for such a label, a sign may be posted in the area where the chemical is stored and/or used as appropriate.
- Order and store only reasonable volumes of flammable and combustible liquids. Supplies of flammable and combustible liquids should be properly stored.
- For a list of commonly used chemicals and substances in the application of water treatment services, please refer to the COSHH data sheets within the Integrated Management System.

### Information, Instruction and Training

Rock Compliance will ensure that Health and Safety Law posters are displayed at each location on the Compliance and Health & Safety notices board as a minimum and in additional areas if required.

Health and Safety advice is available at all times from the Group Compliance and H&S Department. Rock Compliance has made a commitment to ensure that all Managers and Supervisors are trained to IOSH Managing Safely or equivalent as a minimum.

All employees will receive a full induction after joining Rock Compliance which provides the employee with information on the health and safety policies within Rock Compliance and where to receive further information if required.

All operatives employed by Rock Compliance that are below the age of 18 is subject to a young person’s risk assessment. This will identify what the operative can and cannot do within their role, what level of supervision they may require and will highlight the main areas of risk within their role. The risk assessment is carried out between the young person, a member of the Compliance and Health & Safety Department and the relevant Regional Operations Manager. Findings of the risk assessment shall be communicated to the young person’s parents, the Supervisor/line manager and Director of Operations. The assessment shall be reviewed at regular interviews as determined in the assessment.

### Training and Competence

Following employment with Rock Compliance, all staff shall receive a full induction. The Compliance and Health & Safety induction is delivered by the Group Compliance and H&S Department or Competent person. The training will include information on the health and safety systems, policies and procedures. In addition to this the employee will receive asbestos awareness, working at heights awareness and hazardous substance awareness training along with any Role Specific training.

Rock Compliance will ensure that all employees are suitable trained for the tasks carried out.

All operatives will have further task specific training as determined by the Director of Operations with advice from the Group Compliance and H&S Department on a role by role basis. This training may include confined spaces and access equipment training. Employees in a supervisory role or above will receive IOSH Managing Safely training or equivalent.

All training shall be recorded on the training database that is managed by the Group Compliance and H&S Department and administered by the training administrator.

When a need for training is identified, a request is authorised by the Relevant Manager, following authorization, it is submitted in line with the training policy and procedure. The database will record all training that the employee receives on an individual profile and will highlight when refresher training is required. This system ensures that training requirements can be accurately forecast in order to ensure that sufficient resource is made available to facilitate Business requirements.

### Accident reporting, First Aid and Work Related Ill Health

All accidents, incidents and near misses that occur during any Rock Compliance activity (site or office based) shall be reported with immediate effect to the operatives Line Manager and to the Group Compliance and H&S Department. This shall be completed electronically by the online report form:

#### [ACCIDENT REPORT Version 1.](#)

and by phone. All methods of reporting an incident are communicated on induction and further communicated through toolbox talks. A report is recorded and investigated by the Line Manager and Group Compliance and H&S Department. The investigation will include the root cause and methods to prevent a recurrence.

Where required, the Group Compliance and H&S Department shall be responsible for reporting incidents to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). The reporting of such incidents shall be carried out in-line with the companies Reporting a RIDDOR Event procedure

### What is to be reported under the RIDDOR 2013 regulations

The following injuries are reportable under RIDDOR when they result from a work-related accident:

The death of any person (Regulation 6)

- Specified Injuries to workers (Regulation 4)
- Injuries to workers which result in their incapacitation for more than 7 consecutive days (Regulation 4)
- Injuries to non-workers which result in them being taken directly to hospital for treatment, or specified injuries to non-workers which occur on hospital premises. (Regulation 5)

### First Aid

All locations will hold a suitably stocked first aid kit and suitably trained first aiders. The first aiders contact details for each location is displayed on the H&S notice boards.

### Occupational Health

All Occupational Health requirements including health surveillance that are identified is referred to HR. Occupational Health Advisor through HR and the Group Compliance and H&S Department. Any actions that are identified as a result of the referral is communicated through HR to the Line Manager with advice provided by the Group Compliance and H&S Department as appropriate.

### Monitoring and Review

All works that are undertaken by Rock Compliance are subject to audits/inspections carried out by supervisors/line managers or the Group Compliance and H&S Department. The audits/inspections are collated by the Group Compliance and H&S Department, who will monitor the corrective actions for completion. The audits/inspections will determine whether the safe systems of work, risk assessments and associated documentation are being adhered to. The audits/inspections will also look at whether the working conditions are suitable for the employees.

All accidents, incidents are fully investigated and signed off for completion with the corrective actions being monitored by the Group Compliance and H&S Department. The investigation will include determining the root cause of the incident and methods to prevent a recurrence. Near Misses will be monitored and reviewed on a weekly basis.

All incidents of work-related causes of sickness absence shall be recorded by the HR Department who will notify the Group Health & Safety Manager for further investigation.

### Emergency Procedures - including fire and evacuation.

Fire risk assessments are undertaken at each Rock Compliance office by the Group Compliance and H&S Department. A responsible person is appointed at each location to carry out the required weekly checks which will include the escape routes, fire extinguishers, emergency lighting and alarms. Fire Marshals are suitably trained for each location and the fire marshals contact details is displayed on the H&S notice boards.

Emergency evacuations shall be completed every 12 months and is monitored by the Compliance and Health & Safety Department and coordinated by the appointed Fire Marshall for each location.

All locations shall have evacuation routes and assembly points clearly stated.

If a fire occurs, alert all in the building and call the fire brigade and leave the building by the safest route. If trained, use the correct fire extinguisher. At no time put yourself in unnecessary danger.

Customer's site details regarding fire procedure will vary; it is **your** responsibility to ensure you are familiar with each procedure.

### Fire precautions:-

#### **-DO NOT ABUSE FIRE EXTINGUISHERS-**

Remember fire extinguishers are provided for your benefit and could save your life: Firefighting extinguishers are available and are displayed in prominent positions.

- Always establish the type of fire and use the correct type of extinguisher.
- On identifying a fire get someone to call the fire brigade.
- Never attempt to fight the fire if there is a risk to yourself from fumes or explosive materials.
- Never hang or drape wet clothing near or on heaters where they may become a fire hazard.
- Do not store highly flammable Petroleum gas in buildings where heaters are present.
- Do not leave dried clothing in prolonged contact with heat.
- Never leave lights and heaters switched on at the end of working shifts.
- Keep your working area clean and tidy as accumulated rubbish provides a fire hazard.
- Ensure that for work involving the use of burning equipment and blow lampsetc., adequate firefighting equipment is in close proximity.
- When fighting a fire using a water (red) extinguisher, direct the jet at the base of the flames.
- When fighting a fire using a powder (blue) or foam (cream) extinguisher, direct the jet above the fire to create a blanket.
- **Prior to carrying out hot works, a hot works permit is a mandatory requirement and always ensure you know the site/office evacuation procedures**

### Welfare Facilities

Rock Compliance will provide suitable and sufficient welfare facilities for all staff. This may be done in conjunction with the client dependent upon the nature and location of the works.

### Personal Protective Equipment & Respiratory Protective Equipment

Where the risk assessment identifies the need for Personal Protective Equipment (PPE) and Respiratory Protective Equipment (RPE) to be worn, Rock Compliance will ensure that all operatives are issued with and trained in the use, maintenance and storage of suitable and approved equipment.

All PPE and RPE is maintained, checked and replaced as required. Any damage or defect to the equipment must be reported immediately to the Line Manager.

### Asbestos

Rock Compliance operatives are trained in asbestos awareness on induction with refresher training issued at 12 month intervals. The training will include making the operatives aware to ask for a copy of the asbestos register if not already issued and to stop work and phone their supervisor/line Manager or Group Compliance and H&S Department for further advice if it is suspected that asbestos is present.

### Display Screen Equipment (DSE)

It is the responsibility of the Group Health & Safety Manager for ensuring that DSE workstations are assessed and to ensure that records of the assessments are kept and reviewed.

All Rock Compliance DSE users are trained and informed on how to set up and use a work station correctly. Refresher training is issued at 24 month intervals, or when circumstances change.

It is the policy of Rock Compliance to ensure that anyone using DSE as a significant part of their everyday work are entitled to have appropriate eye and eyesight test from an optician and glasses if they are needed for work, if requested by the employee.

### Driving at work

Rock Compliance will ensure that all staff who are required to drive as part of their role are competent to drive and hold a current Full driving license, all employees are required to follow Rock Compliance vehicle policy.

### Lone Working

Rock has a responsibility under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 to provide a safe, secure environment for every member of staff. Rock recognises that working alone can bring additional risks to a work activity and has developed policies and procedures to control the risks and protect employees. All staff working on their own should understand and follow these guidelines. Please refer to Rock's policy RCPO30 – Lone Working Policy

Definition of 'Lone Worker':-

The term "working alone" or "lone worker" are used to define any working practice which involves an employee undertaking duties during their working time, who are not in the presence of or easily accessible to other employees. This can also apply to a small group of employees when they are working within isolated locations and when carrying out known high risk activities such as:

- Working with service users who have known risks, e.g., violence and/or aggression
- Carrying significant cash or banking
- Travelling between sites
- Carrying medication, equipment or valuables
- An unmanned site
- A site where a member of staff is working on their own at height or in a restricted/confined space

Guidelines:-

Staff who are likely to be working alone should ensure that:

- They have the knowledge and competencies to undertake their duties safely
- They have a comprehensive knowledge and awareness of the hazards and risks to which they may be exposed.
- That they know what to do if something goes wrong
- Someone else knows their whereabouts, what he or she is doing and when they should be expected back to their normal working base.

Staff should bear in mind that although it is the legal responsibility of the employer to provide safe systems of work, individual staff have a responsibility to follow safe working practices. If an employee has any concerns whatsoever about working alone in a particular situation, they should discuss them with their team leader/ line manager.

Staff who are required to work alone should:

- Ensure that they do not take unnecessary risks.
- If a site is considered as **high risk**, then a lone worker must call the office and inform their line manager (or if unavailable another member of management) that they are going into the site.
- Make their managers aware of any medical conditions that may have developed which could increase the risks of lone working.
- Follow all health and safety procedures including good practice in personal safety and awareness.
- Report promptly any threats or potentially dangerous situations

Legal requirements:-

Section 2 of the Health and Safety at Work Act 1974 places a duty upon Employers to ensure that employees are given sufficient information, instruction, training and supervision as is necessary to work with a minimum of risk to health and safety. Lone workers may be at greater risk and therefore particular care must be taken to ensure that a safe system of work has been devised and that the worker fully understands the relevant safety arrangements.

Employees:-

Lone workers should not be at any greater risk than other employees. Precautions should take account of known situations and potential risks.

A lone worker should be able to function without risk and with confidence and to facilitate this he/she will need to understand:

- The hazards and risks associated with the intended activity
- The steps that have been taken to reduce risks to the lowest extent reasonably practicable
- Any written instructions for the task, including contingency measures for foreseeable problems and the employees duty to follow procedures
- The steps to be taken when a problem is encountered.
- Where appropriate, steps to minimise the risk of violence, such as when working late at night, handling cash, working in isolated areas or when accompanying service users alone in vehicles.
- Emergency arrangements for illness or injury.
- The location of the immediate supervisor, manager or responsible person who will understand the situation and can offer assistance
- Details of Rock on-call system

Managers and Supervisors:-

Managers and Supervisors must understand:

- the importance of ensuring that hazards and risks are correctly evaluated
- how to obtain professional advice and assistance when problems arise
- Policy/Guidelines and how it should be implemented
- the legal implications of lone working

#### Training:-

Where there is limited supervision to guide and help staff during work, training & guidance is particularly important. Lone workers need to be competent and have sufficient experience to understand any risks that may arise and the precautions they need to take. Managers must ensure that staff working on their own or with service users are trained and competent to carry out the work activity. Keeping up to date with core training requirements is very important as this includes essential information such as Crisis Intervention, Manual Handling, CPR and First Aid.

#### Risk Assessments:-

Risk Assessment is an essential feature of Rock Policy and is universally recognised as one of the cornerstones of safe services. Skilled Risk Assessments reduce the risks to staff and the service users that they care for and are especially critical for staff working on their own.

It is the Manager's responsibility to ensure that all risk assessments are up to date and are reviewed when any change takes place or at least annually. Any changes to risk assessments should be recorded and made available to staff carrying out work activities.

When carrying out risk assessments the following should always be considered:

- Is the member of staff working alone competent to carry out the task
- Is he/she medically fit to do the task
- Is he/she aware of the risks
- Is he/she able to cope and know how to get assistance if a crisis occurs
- Is cash being handled or will he/she be at risk of violence
- Is he/she known to be reliable and seek help when reaching the limit of their knowledge or experience.
- Has he/she any concerns about carrying out the task
- Is there a need to carry a mobile 'phone or alarm
- Is training up to date

#### Risk Management:-

To minimise potential risk, Managers should ensure that:

- Local operational policies, systems and guidance are in place and followed.
- Staff are informed of any potential risk.
- Staff leave a daily or weekly programme giving their whereabouts and a contact number with an appropriate member of staff.
- Staff are supported in the realistic assessment of risk.
- Staff are accompanied by a colleague to any potentially difficult situation
- Staff are adequately trained (e.g. Personal Safety and Awareness Training)
- Incident reporting systems are fully utilised as part of the a risk management process.

#### Lone working considerations:-

Below provides examples of the types of actions which contribute towards a safe working environment).

##### **i). Before setting out:**

Before setting out be aware of the weather forecast and do not risk being caught up in bad weather conditions;

- Ensure that your vehicle has sufficient petrol and is well maintained;
- Allow yourself sufficient time for your journey so that you are not rushing;



- Make sure that you have all the equipment required for the treatment or procedures that you are to carry out;
- Drive with any bags, records and equipment hidden so that you are not seen hiding them as you park;
- Maintain a weekly diary at base of all proposed visits;
- Ensure that colleagues can make contact with you if there are concerns.

It is essential that if you change your programme you notify a colleague. A system must be in place whereby should a member of staff not arrive back within a reasonable time, and if they cannot be contacted, that their Manager is notified and the Police contacted if that is deemed the appropriate action);

- Make sure that any personal safety alarms, mobile phones are in working order and that you have your base number (or other as is appropriate) is set up so that it can be ring by pressing one button;
  - ALWAYS inform other colleagues of possible dangers;
  - Ensure that a friend, relative or colleague is aware of the diary/log book held at their base.
- ii) **Whilst travelling:**
- Lock your door whilst driving;
  - Do not use mobile phone
- iii) **Home visits:**
- Park as near as possible to the address to be visited;
  - At night, park in a lighted area;
  - Avoid as far as possible waste ground, isolated pathways and subways, especially at night;
  - Assess the situation as you approach. If you are in any way unhappy be prepared to abandon or postpone the visit. Do not compromise your own safety;
  - Do not enter the house if the person answering the door gives any cause for alarm i.e. if the service user is not there, if a potentially dangerous relative is present, if they are drunk;
  - Always follow the occupants into a building;
  - Treat service users courteously, remembering that you are a visitor in their home;
  - If possible do not schedule a home visit for the last session of the day.
- iv) **If an incident occurs:**
- Put your own safety first. Leave a situation if you feel unsafe. No-one is required to jeopardise their own safety: it is better to leave and find an alternative way of providing support to the service user;
  - If the service user is aggressive, but the aggression is not directed at you personally, allow them to “let off steam”, then calm them and help them to think of ways of resolving their problems;
  - Do not be confrontational;
  - Apply what you have learnt from Crisis Prevention training. This will provide information on how to handle difficult and threatening situations;
  - Use a panic alarm only in situations where there is a clear escape route, and for surprise only;
  - Call for assistance from the police or your team, as appropriate. Rock should

ensure that local procedures/guidelines, appropriate to the nature of the workforce, are put in place for responding to incidents.

v) **After the incident has occurred:**

- Contact your manager and return to base;
- Allow yourself time to recover and if necessary seek practical support from colleagues;
- Even after minor incidents your feelings might be difficult to control. This is a perfectly natural reaction. If necessary – take time off;
- Contact the police if appropriate;
- Ask for debriefing and for further counselling if the post-trauma condition continues;
- Share information with others who might visit;
- Report the incident through the Adverse Incident Reporting procedures.
- Your manager may wish to investigate the incident further: may also wish to modify safety procedures for you and other staff in the future. It is also necessary to record any incident, so that you have a more secure basis for any legal redress relating to the incident.

### Smoking

Rock Compliance Ltd is committed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the Health Act 2006.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Rock Compliance Ltd is committed to keep all of its workplaces smoke free. All employees have a right to work in a smoke free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace, including company vehicles. This policy applies to all employees, consultants, contractors, customers and visitors.

Rock Compliance Ltd is committed to implement the policy. Overall responsibility and review rests with the Directors. However, all staff are obliged to adhere to, and support, the implementation of the policy.

Rock Compliance Ltd is committed to comply with the company disciplinary procedure if a member of staff does not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

Rock Compliance Ltd is committed to helping its staff and others in giving up smoking. Please speak to your supervisor for more information.

### Drugs and Alcohol

The Company policy for drugs and alcohol - RCP011 Drugs and Alcohol policy, will be applied equally in all circumstances, regardless of location or activity,

We distinguish between prescribed drugs and illegal substances. Prescribed drugs include controlled drugs, as defined by the Misuse of Drugs Act 1971 that have been prescribed by a person authorised by, and in accordance with, current regulations and “over the counter” medicines. Illegal substances include the abuse of legally used solvent-based substances and the illegal use of controlled substances.

### Visitors to any premises under the control of the company

Visitors must sign-in and follow the general Health and Safety arrangements as set out in this policy, assessments will be made as to the requirement of P.P.E. based on the task. Visitors must be escorted around the building.

Escape routes can be accessed at the front and rear of the regional offices. Escape plans are displayed on the H&S notice boards.

### Visiting any premises outside the control of the company

When arriving on site, and again on leaving, report to the authorised site person. If you consider any emergency action is required apart from reporting to the office, make an immediate report to the authorised person on site. On entering our clients' premises, personnel should adhere to any health and safety procedures in force and which can be obtained from the clients' representative.

#### Site safety rules:

Statutory requirements are viewed by the Directors of the company as being the minimum acceptable standard rather than the ideal maximum. In addition to statutory requirements, with which all employees have a duty to familiarise themselves, the following safe operating practices and procedures within each Company must be strictly adhered to by all employees regardless of the nature of their specific duties. They will be rigidly enforced. Any contractors on the premises will also be advised of the Safety rules.

Employees who disregard any of the safety rules shall be subject to the normal disciplinary measures.

1. No control measure introduced to prevent there being a risk to the health safety and welfare of the employees will be removed or interfered with which could negate the control measure.
2. Personal protective equipment shall be worn without exception wherever necessary e.g. headprotection, overalls, footwear, masks, goggles.
3. No person may wear plimsolls or other soft – sole footwear in the work area. Where areas are designated “safety footwear areas”, this must be complied with.
4. All accidents/incidents, no matter how slight are to be reported immediately.
5. Employee vehicles must only be parked in designated car park areas.
6. No employee may work under a suspended load.
7. No employee will be permitted to remain within the confines of the work place when appearing to be under the influence of alcohol and or drugs.
8. No smoking policy/signs must be observed in designated areas.
9. Equipment and tools must only be used for the task they have been provided for and not misused or used dangerously.
10. Only lifting equipment that has been tested and where appropriate has the SWL and identification no. displayed should be used.
11. All “live” electrical cables must be secure and protect at all times from possible damage.
12. First aid kits are to be fully maintained at all times and when items are used the person responsible for the restocking of the box be made aware. Also the injury must be recorded in the accident Book.
13. No work is to be carried out on items of plant/equipment/location that may contain asbestos products until you are informed that it is safe to do so. All

warning signs/notices must be adhered to at all times. They have been so placed to advise all persons of potential hazards.

14. Where assessments have been carried out re: Risk, COSHH, Noise at work, Manual Lifting, the safety measures defined to eliminate or reduce the risk must be complied with.
15. If visiting a site where manufacturing is taking place, under no circumstances the manufacturing area is to be entered without a company employee escorting the visitor, strictly adhering to the manufacturing site rules and regulations.

Standards/rules issued by the company's clients and/or British Standards, relevant to the company's products/services must be complied with at all times.

#### Complying with Electricity at Work Regulations

The Health and Safety Manager has duty for monitoring electrical safety. However, each engineer is responsible for the inspection and care of their own portable equipment. All electrical equipment not fixed and carried by the engineers can be considered portable. No power tools or electrical equipment of a greater voltage than 110v may be used on building sites, with the exception of certain 240v power tools providing they are protected by an RCD. An RCD must be part of the engineers standard equipment list.

**Under no circumstance should an engineer, who is not trained and competent, should remove any fuse panels, or anything which contains live terminals inside.**

Rock will ensure that any engineer that might be in contact with live terminals has undertaken a Safe Isolation course.

Lighting equipment for use in confined spaces must not be greater than 240 volts. All transformers, generators, extension leads, plugs and socket must be to the latest BS standards for industrial use, and be in good condition.

- Never interfere with or try to repair electrical apparatus - leave it to a competent person.
- Check plugs, sockets and leads for damage, and that they are correctly wired and earthed.
- Never attempt to clean, repair or adjust tools and equipment whilst the power supply is on.
- Never make improvised electrical connections.
- Always ensure cables are secured above head height where they cannot be run over or trail in water. All generators should be earthed to ground. All electrical operated equipment /tools MUST display a current "Portable Appliance Test" label. Items failing to display a label must not be used on site.
- Prior to use any 110v equipment, the equipment should be visually inspected for any loose cables, damaged wires or loose plugs.

**If in doubt, stop work and contact the Mechanical & Electrical Compliance Team.**

### Complying with Noise at Work Regulations

Rock assume all operatives will work in areas subject to noise such as plantrooms and building sites. We therefore supply ear defenders as standard issue as part of its PPE.

It is a mandatory requirement for operatives to wear ear defenders on building sites and in plantrooms and whenever the situation arises that you will have to raise your voice to speak with a colleague for even a short period of time.

It is a mandatory requirement to wear ear defenders when using an electrical equipment such as drills, recip saws and vacuum cleaners and any other piece of equipment that causes noise.

Resources:

<http://www.hse.gov.uk/pubns/indg362.pdf>

### Complying with Manual Handling Regulations

Manual handling causes over a third of all workplace injuries. These include work-related musculoskeletal disorders (MSDs) such as pain and injuries to arms, legs and joints, and repetitive strain injuries of various sorts.

The term manual handling covers a wide variety of activities including lifting, lowering, pushing, pulling and carrying. If any of these tasks are not carried out appropriately there is a risk of injury.

Why is dealing with manual handling important?

Manual handling injuries can have serious implications for the employer and the person who has been injured. They can occur almost anywhere in the workplace and heavy manual labour, awkward postures, repetitive movements of arms, legs and back or previous/existing injury can increase the risk.

What do I have to do?

To help prevent manual handling injuries in the workplace, you should avoid such tasks as far as possible. However, where it is not possible to avoid handling a load, employers must look at the risks of that task and put sensible health and safety measures in place to prevent and avoid injury.

For any lifting activity

**ALWAYS TAKE INTO ACCOUNT:**

- individual capability
- the nature of the load
- environmental conditions
- training
- work organisation

If you need to lift something manually:

- Reduce the amount of twisting, stooping and reaching
- Avoid lifting from floor level or above shoulder height, especially heavy loads
- Adjust storage areas to minimise the need to carry out such movements

- Consider how you can minimise carrying distances
- Assess the weight to be carried and whether the worker can move the load safely or needs any help – maybe the load can be broken down to smaller, lighter components

If you need to use lifting equipment:

- Consider whether you can use a lifting aid, such as a forklift truck, electric or hand-powered hoist, or a conveyor
- Think about storage as part of the delivery process – maybe heavy items could be delivered directly, or closer, to the storage area
- Reduce carrying distances where possible and using a good handling technique for lifting.

There are some simple things to do before and during the lift/carry:

- Remove obstructions from the route.
- For a long lift, plan to rest the load midway on a table or bench to change grip.
- Keep the load close to the waist. The load should be kept close to the body for as long as possible while lifting.
- Keep the heaviest side of the load next to the body.
- Adopt a stable position and make sure your feet are apart, with one leg slightly forward to maintain balance

**Think before lifting/handling.** Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.

**Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). Be prepared to move your feet during the lift to maintain your stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

**Get a good hold.** Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

**Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

**Don't flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.

**Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.

**Avoid twisting the back or leaning sideways, especially while the back is bent.** Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

**Keep the head up when handling.** Look ahead, not down at the load, once it has been held securely.

**Move smoothly.** The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

**Don't lift or handle more than can be easily managed.** There is a difference between

what people can lift and what they can safely lift. If in doubt, seek advice or get help.

**Put down, then adjust.** If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

### Complying with Personal Protective Equipment (PPE) Regulations

All service personnel are issued with protective equipment suitable for the work for which they are employed. The risk assessment, method statement and COSHH issued will identify the PPE requirements.

A wide range of protective equipment is available including the following: -

Hard Hats, Safety Footwear, Goggles, Ear Defenders, Gloves, Respirators and First-Aid Equipment.

Goggles or other eye protection must always be used with abrasive wheels, Kango hammers and other similar tools.

Ear defenders must be used when noisy machinery is in use.

Respiratory protection must be used when the work in progress produces a significant quantity of dust or when hazardous fumes or vapors are discharged.

Entry into manholes and similar confined spaces (also see separate sheet on confined spaces) is potentially dangerous. Additional forced ventilation may be required or other special measures taken to prevent asphyxiation.

Remember personal injuries can arise from the abuse of protective equipment.

When protective equipment is issued for use: - Wear or use the equipment as instructed. Look after the equipment and return it to the supervisor on completion or store it in the facility provided.

Should there be any defect or loss of the equipment, report it to your supervisor immediately.

If you have any doubts about the correct use or maintenance of the equipment ASK your supervisor.

Entry into manholes and similar confined spaces is potentially dangerous. No employee may enter such an area unless they have been trained, and the correct PPE is available.

### **THE EQUIPMENT SUPPLIED IS FOR THE WORKERS SAFETY AND MUST BE USED.**

### The Construction (Design and Management) Regulations 2015

The Construction Design & Management is not applicable to the type of the work covered by our services. However, it is in place to ensure that safety procedures are followed from the design through construction and subsequently management therefore whilst we have little influence in any of these areas, it is imperative that all information (paperwork) for materials left on site is available for both site management and main clients for log books etc.

### Confined Spaces

Please see refer to - RCPR0027 Procedure for working in confined spaces.

A confined space is defined as: It can be any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or dangerous conditions (e.g. lack of oxygen).

A closed tank with restricted access may be the obvious example of a "Confined Space", but it also includes open manholes, flues, ducts, ceiling voids, basements and any place where

there is inadequate natural ventilation. Painting work and cleaning work with Chemicals can make a confined space dangerous. Provide forced ventilation to remove or dilute any gases and supply fresh air. Ensure that anyone entering the space has received proper training and instruction in the precautions to be taken inside; Ensure that someone remains outside to keep watch and to communicate with anyone inside; Rescue harnesses should be worn by all people inside the 'confined spaces', with lifelines attached, if possible; Rescue procedures should be included in the training of the workers. Do not rely on one person alone to lift injured or unconscious people out of a 'confined space' during rescue, unless they are equipped with special lifting appliances. Keep rescue equipment, including emergency breathing apparatus, near the entrance; Never attempt to clear fumes or gases with pure oxygen, and do not rely on canister respirators in 'confined spaces'.

### Working in Roof/Ceiling Spaces

Please see refer to the following link to Rock Internal Course - [Safe working in roof spaces and lofts](#)

When working in roof/ceiling space Rock staff must:-

- Complete pre-work assessment.
- Read asbestos register.
- Sign in and out of site.
- Follow all Rock and site safe working protocols and procedures.
- Be vigilant through out.
- Check area is sufficiently boarded to access work area and carry out works.
- Check area is sufficiently lit to access work area and carry out works.
- Report any issues to your line manager immediately and do not continue until further instruction.
- Take Photographic evidence of unsafe working area.
- Communicate and report to site any issues.
- Continue to log any issues as an accident, incident or near misses.

When working in roof/ceiling space Rock Managers must:-

- Ensure if known, all access information is provided to Rock site staff.
- Ensure Rock site staff have completed their pre-work assessment.
- Ensure your staff are requesting and reading asbestos registers.
- Ensure your staff are signing in and out of site and following Rock and site protocols.
- Check work records to evaluate staff vigilance.
- Ensure that once an issue has been reported, the evidence has been immediately evaluated and suitable guidance given.
- Ensure all issues have been communicated and reported to site.
- Ensure any issues are logged as an accident, incident or near miss.

### Working at Height

Please refer to - RCPRO031 Procedure for working at height

When working at Heights Rock staff must:-

- Complete pre-work assessment.
- Read asbestos register.
- Sign in and out of site.
- Follow all Rock and site safe working protocols and procedures.
- Be vigilant through out.
- Ensure ladders are inspected and maintained and are safe to use
- Ensure that the work is light work lasting only a short time or for access only.
- The risks from fragile surfaces are properly controlled.
- The user should always spread the ladders to their full extent and be footed or with stabilisers.



- The user should avoid over-reaches.
- Do not work on the top platform.
- Do not use the top tread, tool shelf or rear part of the steps as a foot support.
- Only one person should be up the ladder at any one time.
- Use of towers scaffolding and MEWP's should only be done by trained competent staff, and all equipment must be regularly inspected.
- Appropriate PPE (fall arrest or fall restraint harnesses) should be worn as appropriate by competent trained operatives.
- All equipment must be regularly inspected in line with the works instruction.
- Where appropriate permits to work must be used and all conditions applied with.
- On site staff receive working at height awareness training and activity specific training as part of induction/onboarding process.
- Where the risk of a fall cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.
- Report any issues to your line manager immediately and do not continue until further instruction.
- Take Photographic evidence of unsafe working area.
- Communicate and report to site any issues.
- Continue to log any issues as an accident, incident or near misses.

When working in roof/ceiling space Rock Managers must:-

- Ensure if known, all access information is provided to Rock site staff.
- Ensure Rock site staff have completed their pre-work assessment.
- Ensure your staff are requesting and reading asbestos registers.
- Ensure your staff are signing in and out of site and following Rock and site protocols.
- Check work records to evaluate staff vigilance.
- Ensure that once an issue has been reported, the evidence has been immediately evaluated and suitable guidance given.
- Ensure all issues have been communicated and reported to site.
- Ensure any issues are logged as an accident, incident or near miss.

### Health and Safety Arrangements

All Rock Compliance employees and those sub-contractors, who may be contracted to undertake work for Rock Compliance, will work in line with all specific Health and Safety arrangements and procedures as set out in the Compliance and Health & Safety Management System including this health and safety policy and in line with the client's health and safety systems.

Through its management system, Rock Compliance ensures that it is compliant with all applicable legislation.

## **6. REVIEW**

This Policy is reviewed annually to ensure it reflects current legislative requirements and best practice. Any changes are brought to the attention of all employees.