



Health, Safety & Environmental Policy

THORPE ST ANDREW TOWN COUNCIL

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THORPE ST ANDREW TOWN COUNCIL

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Part 1 - Introduction

The senior management at Thorpe St Andrew Town Council believe that the health and safety of persons within the Council is of paramount importance. It is our intention to prevent accidents and occupational ill health and where possible eliminate hazards in the workplace.

It is the intent of the senior management of the Council to ensure that a safe and healthy workplace is provided and maintained for all our employees. This will include the provision of safe systems of work, safe equipment and a safe access and egress to the premises. We will ensure that adequate information, instruction, training and supervision is provided to ensure that staff can carry out their work safely.

The senior management will ensure that others who are affected by our activities are not subjected to risks to their health and safety. This will include staff, clients, visitors and contractors.

It is the policy of Thorpe St Andrew Town Council that all provisions of the Health and Safety at Work Etc. Act 1974 and the Environmental Protection Act 1990 shall be complied with as minimum standards.

It is the Policy of Thorpe St Andrew Town Council that high standards of Health, Safety and Welfare Provisions shall be achieved and maintained at all locations and offices.

Thorpe St Andrew Town Council is aware of its duties under the many associated Acts and Regulations, several of these are listed below, and form the basis of Thorpe St Andrew Town Council Health and Safety Policy.

Health and Safety at Work Act 1974

Management of Health and Safety at Work Regulations 1999

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

Manual Handling Operations Regulations 1992 (amended 2002)

Personal Protective Equipment Regulations 2002

Health and Safety (First Aid) Regulations 1981

Workplace (Health, Safety and Welfare) Regulations 1992

Health and Safety (Miscellaneous) Amendments Regulations 2002

The Regulatory Reform (Fire Safety) Order 2005

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

Work at Height Regulations 2005

Health and Safety Policy Statement

Thorpe St Andrew Town Council recognises its responsibilities under the Health and Safety at Work Act 1974, and all other relevant legislation.

This policy statement sets the direction of Thorpe St Andrew Town Council by communicating its management values, beliefs and commitment to health and safety.

Thorpe St Andrew Town Council is committed to do all that is reasonably practicable to ensure the health, safety and welfare of its employees, contractors, members of the general public and those who may be affected by its activities. We are also committed to continually improving our occupational health and safety performance and to the prevention of injury and ill health.

Thorpe St Andrew Town Council shall ensure:

- A place of work, systems of work and equipment that are safe and do not create a risk to the health, safety and welfare of our employees, members of associated Council's and the general public, so far as it is reasonably practicable to do so.
- Appropriate information, instruction, training, and supervision is provided to all employees.
- The allocation of sufficient resources to enable the health and safety policy to function effectively.
- Specialist health and safety managers/advisors whose duties include monitoring on-going health and safety performance and providing advice in connection with establishing a healthy and safe place of work.
- Effective communication facilities to ensure that employees are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.
- Commitment to ensuring health and safety matters are an integral part of the business.
- Commitment to complying with statutory requirements, approved codes of practice, recognised guidelines, and other relevant industry standards.
- Commitment to the understanding of changes in working arrangements which have significant implications for Health and Safety.
- Technical guidance notes and supporting information in order to assist management and health and safety personnel in developing Risk Assessments and associated Method Statements.
- That employees and others who carry out work on behalf of Thorpe St Andrew Town Council are fully competent to discharge their duties and responsibilities through the relevant training, information and instructions.
- All necessary safety devices and personal protective equipment together with information relating to the health, safety and welfare of the employees are available and provided free of charge.

- All work equipment provided is safe and properly maintained, with all employees trained in its correct use and handling.
- That training is given on each new place of work on which Thorpe St Andrew Town Council employees will be working. This is to include emergency procedures and specific information.
- That all policies, procedures and documentation relating to Health and Safety are monitored, reviewed and remain up to date at all times.

The Town Clerk is responsible for ensuring that this policy is effectively established, implemented, maintained throughout the Council and continually improved. Senior Management are responsible for ensuring that all individuals affected receive training and information on the implementation of this policy.

Thorpe St Andrew Town Council involves its employees in the discussion and resolution of health and safety matters that may affect them or their work activities through its 'open door policy, consultation and participation'. This is done either directly with individual employees on a 'one-to-one' basis, or, through the regular meetings. Changes to the health and safety policy, procedures, practices and arrangements which may affect our employees and/or their health, safety and welfare, will be discussed and agreed prior to introduction or implementation.

The Council's initial induction training will be used to communicate the health and safety policy and any other relevant health and safety information, including safety rules, procedures and instructions. Periodic refresher training and internal memos will supplement this as required.

This Health and Safety Policy will be reviewed by the Town Clerk at least annually, to ensure that it is relevant to our Organisational activities and arrangements, and, that it is up to date. The policy will also be reviewed upon the introduction of any relevant health and safety legislation or change to any existing legislation. Where necessary, the policy will be revised to reflect the outcome of the review.

It is a condition of service that every employee co-operate fully in helping to implement and complying with this policy.

This policy statement, including any changes, will be communicated to all persons working under our control and shall be made available on our website to all interested parties.

Dr Thomas Foreman
Town Clerk
Thorpe St Andrew Town Council
20th January 2021

This policy will be reviewed at least annually to ensure that it remains up do date in respect of the legal requirements and good practice.

Environmental Policy Statement

It is the policy of Thorpe St Andrew Town Council to protect the environment through sound practices that reduce waste generation and minimise risk to the environment.

To meet the objective of this policy:

- Thorpe St Andrew Town Council is committed to developing a culture in which the protection of the Environment is encouraged by greater awareness, understanding and management of Environmental issues.
- Thorpe St Andrew Town Council is committed to complying with all applicable Environmental Legislation.
- Thorpe St Andrew Town Council is committed to a regular review of all its activities in order to define specific targets for action.
- Thorpe St Andrew Town Council will minimise energy use.
- Thorpe St Andrew Town Council will provide appropriate Environmental guidance for all staff, if required.
- Thorpe St Andrew Town Council will nominate a Director to be responsible for Environmental issues.
- Thorpe St Andrew Town Council will expect all employees to conduct their duties in accordance with this Policy.
- Thorpe St Andrew Town Council will seek to minimise its Environmental impact and aim to enhance the quality of the Environment.
- Thorpe St Andrew Town Council will use questionnaires and contract documents to increase Environmental awareness.
- Thorpe St Andrew Town Council will aim to preserve and enhance biodiversity.

Dr Thomas Foreman
Town Clerk
Thorpe St Andrew Town Council
20th January 2021

This policy will be reviewed at least annually to ensure that it remains up to date in respect of the legal requirements and good practice.

Policy for Equal Opportunity

Thorpe St Andrew Town Council recognises its duties under The Disability Discrimination Act 2005 and will make reasonable adjustments in the workplace to help accommodate a disabled person.

Thorpe St Andrew Town Council will not treat a disabled person less favourably because of a reason relating to their disability without a justifiable reason.

Thorpe St Andrew Town Council recognises its duties under the Equality Act 2010 and will give men and women equal treatment in the terms and conditions of employment if they are employed on 'like' work.

Thorpe St Andrew Town Council recognises its duties under Equality Act 2010 and will not treat a person less favourably than others on racial grounds.

Thorpe St Andrew Town Council recognises its duties under The Equality Act 2010 and will ensure that Thorpe St Andrew Town Council's recruitment, selection and employment practices will treat everyone fairly regardless of religion or belief.

Thorpe St Andrew Town Council recognises its duties under The Equality Act 2010 and in general, to not discriminate on grounds of sex, marriage or gender reassignment.

Thorpe St Andrew Town Council recognises its duties under The Equality Act 2010. Thorpe St Andrew Town Council's recruitment, selection and employment practices will treat everyone fairly regardless of their sexual orientation.

Social and Ethical Policy Statement

It is the Policy of Thorpe St Andrew Town Council to undertake its activities in a socially, ethically and environmentally responsible manner. This includes the ethical treatment of employees, clients, associates, contractors, suppliers and the public.

Thorpe St Andrew Town Council is committed to making continuous improvements in the management of our environmental impact as part of our goal of developing a sustainable business. Indeed, many of our products support other organisations in doing this. We work to promote environmental care and awareness, with emphasis on the need to reduce energy consumption and waste production. Action being taken includes recycling of materials, using timing switches to reduce energy consumption and reducing the need to travel. We monitor and report on environmental issues and compliance with local legislation.

We will conduct our operations in accordance with accepted principles of good corporate governance.

Information received by employees in the course of business dealings cannot be used improperly for personal gain or for any purpose except that for which it was given. All employees have the right and the responsibility to resolve doubts or uncertainties about ethical questions or compliance with the law. We also strongly encourage an “open door” policy to bring any such queries, if necessary, to a higher level of management.

At all times, it is our policy to stay within the laws, rules and regulations of the countries, states or other jurisdictions in which we operate. It is our policy to co-operate fully with relevant public authorities and regulatory bodies as appropriate.

The Policy objectives are regularly reviewed and are supported by a number of issue-specific policies and procedures, which are regularly audited, in particular, the Health and Safety and Environmental Policies.

Thorpe St Andrew Town Council strives to ensure that all employees are treated with respect and are appropriately rewarded. Thorpe St Andrew Town Council seeks to operate above the standards laid down by employment legislation and the 1998 Human Rights Act requirements, to implement an effective Equal Opportunities Policy and to acknowledge staff representation.

Thorpe St Andrew Town Council facilitates effective communication with and between its staff by various means.

Thorpe St Andrew Town Council does not tolerate sexual, racial or any other form of discrimination. Employees are encouraged to develop their skills on an ongoing basis.

We aim to recruit, employ and promote employees on the sole basis of their ability and are committed to developing and enhancing each employee’s skills and capabilities. Our policies are designed to provide employees with safe and healthy working conditions and practices, and to enable everyone to work free from discrimination, harassment or bullying of any kind.

In return we expect our employees to act with integrity and maintain high ethical standards.

Commitment to Recycling:

Thorpe St Andrew Town Council will recycle paper where possible.

Thorpe St Andrew Town Council will recycle computer equipment where possible.

Thorpe St Andrew Town Council will recycle used printer cartridges where possible.

Maintenance:

Thorpe St Andrew Town Council will take all reasonable measures to minimise the disruptive effect on the community from any maintenance processes.

Health and Safety:

Through its Health & Safety Policy, Thorpe St Andrew Town Council conducts its activities with due regard for the health, safety and welfare of its employees, contractors, clients, visitors and members of the public wherever Thorpe St Andrew Town Council's activities are carried out.

Neathouse Partners

Under the Management of Health and Safety at Work Regulations 1999 Thorpe St Andrew Town Council must have access to competent help in applying the provisions of health and safety legislation and in devising and applying protective measures.

Thorpe St Andrew Town Council has appointed Neathouse Partners as Thorpe St Andrew Town Council's Health & Safety Advisors. Neathouse Partners' role is to provide Thorpe St Andrew Town Council with independent professional advice and guidance on all aspects of health and safety.

Upon request Neathouse Partners will: -

- Carry out Risk Assessments and COSHH assessments - these can be carried out on site or office and workshop locations as required.
- Provide assistance to Management to compile and develop health and safety documentation and procedures.
- Carry out health and safety training where identified as necessary.
- Carry out health and safety inspections whilst the work is underway on site at regular intervals, depending on the specific tasks underway at the time.
- Hold safety talks on site when considered appropriate for site activities and safe working practices.
- Investigate major accidents if they occur. They will liaise with Clients and the enforcing authority on our behalf.
- Provide help and guidance on health and safety matters.

Neathouse Partners will provide continuing advice to Thorpe St Andrew Town Council on current and future Health and Safety Legislation and best practice.

Part 2 - Organisation and Responsibilities

Overall responsibility for the implementation of the Health and Safety Policy is with the Town Clerk.

To clarify the roles and responsibilities for health and safety, the following duties have been allocated to nominated employees and must be carried out.

Induction Training	- Line Manager
COSHH Assessments	- Nominated within team
Risk Assessments	- Nominated within team
DSE Assessments	- All DSE Users
Portable Appliance Testing	- Competent Electrician
Manual Handling Assessments	- Nominated within team
Fire Warden	- Nominated within team
First Aider	- Nominated within team
PPE Inspections	- All PPE Users
Equipment Inspections	- Nominated within team

Town Clerk

The Town Clerk accepts the ultimate responsibility for all health, safety and welfare matters in all aspects of Thorpe St Andrew Town Council's operations. However, their Line Manager and all staff have a responsibility towards safety with the specific lines of delegation as set out below.

The Town Clerk, will: -

- a) Establish systems to monitor compliance with the statutory duties laid down under the Health and Safety at Work Act 1974 and the appropriate Regulations and Codes of Practice.
- b) Review this Health and Safety Policy at least once annually.
- c) Ensure that Health and Safety forms an integral part of the operations of the organisation.
- d) Oversee and ensure that those for whom they are responsible also comply with the proper standards of Health, Safety and Welfare as are applicable to the tasks being performed.
- e) Ensure that adequate financial resources are available and are applied so as to meet the needs of Health and Safety.
- f) Review any risk assessment findings when developing this Health and Safety Policy .
- g) Nominate specific staff with designated safety roles within the organisation.
- h) Institute proper reporting, investigation and costing of ill health, injury, damage and loss.
- i) Promote action and analysis to discover accident trends.
- j) Ensure that inspections are carried out periodically to monitor compliance with this Policy and to ensure that all standards are being met.
- k) Ensure that emergency procedures and fire evacuation practices are in place within all premises, including offices.
- l) Have a general oversight and understanding of the required First Aid and Fire Safety Arrangements at all Council locations or places where employees are regularly required to work.
- m) Hold periodic meetings at which they should discuss Health and Safety matters raised by employees. At these meetings consider any information / reports from Thorpe St Andrew Town Council Senior Management, as to whether any procedural changes are called for and whether the Health and Safety Policy should be revised.

- n) Ensure that all levels of staff receive adequate and appropriate safety information, instruction and training.
- o) Ensure arrangements are made for all staff (part-time, full-time and apprentices) to be provided with adequate information concerning relevant sections of the Health and Safety Policy.
- p) Set an example by high personal standards of application and discipline in 'health and safety' such as the wearing of appropriate personal protective equipment when visiting locations where this is deemed necessary.

Operatives and Office Staff

All staff are responsible for their own immediate safety. In addition, each member of staff will:

- a) Undertake and implement risk assessments for specific activities and ensure that safe working procedures are followed personally.
- b) Take proper care of and make proper use of all personal protective equipment in accordance with instructions.
- c) Give adequate safety information regarding the activity being undertaken prior to the activity commencing and during the activity as and when required.
- d) Use only those items of equipment they have been trained and authorised to use and use in accordance with the manufacturer's instructions.
- e) Follow the information, instruction and training provided.
- f) Make themselves aware of the location of: -
 - i. First Aid Box
 - ii. Accident Book
 - iii. Fire Protection Equipment
 - iv. Emergency Assembly Point
- g) Not use alcohol or drugs in such a way as to influence their performance at work. Consumption of alcohol or illegal drugs at work as a breach of Council rules and disciplinary measures will be taken.
- h) Ensure that special working procedures, protective clothing and equipment, etc are provided and used where necessary.
- i) Monitor that rules and other instructions are observed at the place of work.
- j) Remain alert and conscious of the safety arrangements contained within this Policy and all associated Risk Assessments.
- k) Plan and maintain a tidy work area and ensure welfare facilities are maintained in a clean safe condition.
- l) Report defects and make recommendations to their line manager where necessary.
- m) Ensure all accidents, incidents and near misses within the area of responsibility are recorded in line with the Council policy.

Health and Safety Advisors

Thorpe St Andrew Town Council may appoint an external Consultant to act as its Health and Safety Advisors with responsibility for:

- a) Advising senior management of any new safety legislation or changes in existing legislation which may affect them.
- b) Providing general assistance, when requested, to the Council in the fulfillment of its obligations and duties as set out in statutes and by clients/principal contractors.
- c) Providing assistance, when requested, in the formulation of safe systems of work and project specific method statements.
- d) Providing specific health and safety training to Council employees and others as and when required.
- e) Providing an interpretation, when requested, of safety legislation so that the management fully understands the actions required in order to meet the legislation.
- f) Assisting, where required, with the initial implementation of the changes required by changes to safety legislation.
- g) Suggesting, when requested, suitable training for employees, posters, reference texts, films etc to provide awareness of safety management, accident prevention and hazards to health.
- h) Recommending, when requested, to senior management ways to improve working conditions.
- i) Investigating, at the request of the Council, notifiable accidents or dangerous occurrences and submitting to the Council a written confidential report, when required by the Council.
- j) Undertaking pre-arranged inspections/audits, as required by the Council.

It is the responsibility of the Town Clerk to ensure that the Safety Advisors are notified whenever assistance or support is needed.

The Safety Advisors should ensure that regular systematic inspections/audits are carried out on all sites through both scheduled and un-scheduled visits, where commissioned to do so by the Council. Written inspection reports will be completed for all such inspections and issued to the Council's Town Clerk. Such reports will not only identify potential hazards and comment on the operative's compliance with the safety policy and procedures but will also recommend improvements to working methods and any training considered necessary for the operatives and supervisory teams.

The visiting Safety Advisor shall, wherever possible, be accompanied by a member of the Council's senior management team or other responsible person when carrying out his inspections.

The Safety Inspector will keep and analyse inspection reports and concentrate on weaknesses that may become evident from such reports. The Safety Inspector will stop work if, in his opinion, the place, condition or method of work is dangerous.

The nominated Safety Consultant/Advisor will be clearly displayed on the Council's health and safety notice board.

Client Care Policy Statement

Whenever clients have contact with Thorpe St Andrew Town Council, they will receive consistently excellent standards of client service. These standards will ensure that all clients are able to fully access our services. Thorpe St Andrew Town Council is committed to ensuring that client service excellence is an integral part of the planning, resourcing, and delivery of its services.

Policy Statement

Our guiding principles as an organisation we will be to be:

- Helpful and courteous in delivering high quality services.
- Professional and positive in our approach, taking pride in what we do.
- Well informed, so that our clients know what they can expect from us.
- Effective in listening to clients when they express dissatisfaction or complain.
- Fair and equitable towards individuals with differing needs.

Who are our clients?

Our clients are all the people we come into contact with Thorpe St Andrew Town Council. This includes people who have purchased our products and those that are utilizing our services.

What do our clients want?

Our clients want safe high-quality products and accessible, efficient and responsive services, and we must strive to meet these demands.

What is client care and why is it important?

Client care means:

- Providing a good quality service in a friendly, efficient and helpful way. We should continually strive to improve services by ensuring good communication and a positive attitude towards clients.
- Treating other people how **they** would like to be treated.
- Treating each person as an individual. In order to do this, we must understand and recognise that we are all different and that we all have diverse needs. These differences and needs can be based on our culture, language, ethnicity, age, gender, disability, literacy, sexual orientation or religion. Good client care is about having a positive attitude towards and respect for diversity and, in turn, having the flexibility to adapt our behaviour and actions in a way that is appropriate for the individual.
- Treating people with dignity, respect and courtesy. Generally, clients will request a service from Thorpe St Andrew Town Council. In some instances, we may need to be involved with people when they do not particularly want our involvement. In all cases, clients have a right to be treated with dignity, respect and courtesy.
- Offering choices where possible.

- Giving information about what is available and providing an explanation if a service is not available.

How will we introduce and maintain our Client Care Policy?

The development of our Client Care Policy is an important part of Thorpe St Andrew Town Council commitment to its clients and monitors and evaluates the effectiveness of this policy periodically, ensuring standards are maintained and any new employees are trained to deliver these standards appropriately.

Setting Standards for Staff to Follow

In developing these standards, we have sought to:

- Set standards which are user friendly, client focused and measurable.
- Clearly state how staff should behave in dealing with clients.
- Set performance targets, which can be reviewed regularly.
- Give consideration to legislation, good practice and national standards

General principles when dealing with an enquiry:

When dealing with an enquiry from a client, whether face to face or by telephone:

- Listen carefully to the enquiry.
- Identify and address any special needs with sensitivity, tact and diplomacy.
- Record client contact details accurately.
- Ensure that the nature of the client's enquiry is understood clearly.
- Aim to resolve enquiries at first contact where possible.

Telephone callers

- Aim to answer the telephone within 15 seconds or at the most within 30 seconds.
- Greet the client in a polite and courteous manner.
- Give your full attention to the client.
- Take ownership of the call, resolving the client's enquiry wherever possible.
- When taking a call for a colleague, use an effective message taking system and make sure the client is called back.
- End the call with a thank you and confirm with the client the outcome.

Use of Voicemail

- Only use voicemail to ensure that telephone calls do not go unanswered.
- Use voicemail only for short periods or specific purposes.
- Ensure recorded messages are audible, accurate, and appropriate and where possible, provide alternative contact details.
- Give the caller an option to leave a message.

- Respond to all messages within 24 hours or the next working day if the message is left over a weekend or Bank Holiday.
- Regularly update your voicemail message.

Face to Face contact – this covers personal callers with or without appointments and direct contact with clients.

- Aim to greet clients as soon as practicable, and preferably within 5 minutes of their arrival.
- Greet the client in a polite and courteous manner.
- Give your full attention to the client.
- Keep the client informed of the length of time they are likely to wait to see the person they need.
- Offer an appointment where this may be more appropriate, responsive or efficient.
- When a client has special needs, find out what they need and aim to provide it.
- When discussing personal information, always arrange to do so in a confidential environment e.g. interview room.

Personal calls to clients – this covers visits to clients' homes/properties and workplaces.

- Wherever possible or appropriate makes visits by arrangements with the client, clearly stating the purpose of the visit.
- Keep clients informed of any changes to the visit arrangements.
- Carry an identify card at all times and show it to each client before entering the property.
- Encourage clients to check your identity with Thorpe St Andrew Town Council, for example by telephoning.
- Follow policies and guidelines on Lone Working for your safety.
- Use tact and courtesy as a visitor in another person's home, treating their property with respect.
- Close the visit by explaining the next steps and leave written information where possible.
- Follow up your commitment to the client with action.

Written communication – Letters, faxes and e-mails

- Reply to all written communication within 10 working days.
- Ensure the presentation of all written correspondence is easy to understand, professional and accurate.
- Include a contact name and direct dial telephone number, together with any other information needed (e.g. reference number) to assist the client.

Comments, compliments and complaints

- Be open to receiving feedback from clients.
- Pass comments and suggestions on to your manager, if they may improve the service.
- Ensure compliments are recorded and shared with colleagues.
- Aim to resolve all concerns (except serious complaints) raised by clients immediately and informally wherever possible.

- If informal resolution is not successful, tell the client they can make a formal complaint, and help them to do so.
- In the case of a serious complaint, inform your manager.

Part 3 - General Arrangements

Training, Instruction and Information

Basic induction training will be provided to ensure that all new employees are given basic health and safety information upon starting employment within Thorpe St Andrew Town Council, prior to commencement of work.

Such basic induction training will fundamentally cover:

- (i) Thorpe St Andrew Town Council Safety Policy.
- (ii) Fire procedures, warning systems, actions to be taken on receiving warning, locations of exits or escape routes, evacuation and assembly procedures.
- (iii) First Aid and injury reporting procedures, names of first aiders/appointed persons.
- (iv) Instruction on any prohibited areas (i.e. no smoking).
- (v) Issue of personal protective equipment and its use.
- (vi) Instruction applicable to their particular duties at work etc. and any particular hazard connected with their own work or Thorpe St Andrew Town Council's operations.

Where specific professional qualifications are required this will be identified and fully taken into account in recruitment procedures.

On-Going Training

A training needs analysis has been undertaken by the Senior Management, to identify the mandatory health and safety training required for each member of staff and this will be reviewed annually.

All members of staff will receive a comprehensive health and safety induction when they commence employment with the Council and the induction will include specific elements of this policy being brought to their attention.

The Line Managers will:

- (i) Inform staff of any changes in the policy.
- (vii) Assess the training requirements of the staff and integrate those needs onto the Council improvement plan.
- (ii) Assess the training needs of new members of staff.

If any member of staff feels the need for training, they must alert their Line Manager. Staff are also reminded that they must provide 3 months' notice for any qualifications relating to Health and Safety that are due to expire, e.g. First Aid.

Training will be repeated periodically, and where risk assessments identify a need for specific training to be carried out before staff are exposed to new or increased risks due to a change of responsibility, new working methods or equipment, etc.

Use and Selection of Contractors

All contractors will be expected to comply with the Council's Health and Safety Policy and submit their own Health and Safety Policy and procedures to the Council for verification.

Contractors will receive a copy of this Council's Safety Rules and Requirements and contractors' operatives will be expected to be fully aware of what is required of them whilst working on the Council's premises.

All work must be carried out in accordance with the relevant statutory provisions and take into account the safety of others on the site including the general public. All contractors' employees must comply with any safety instruction given to them by the works Supervisor.

All plant, equipment and tools brought onto the premises by contractors must be safe and in good working condition, fitted with any necessary guards and safety devices, and with any necessary certificates available for checking. All operatives must be adequately trained in the use of such plant and equipment and, where appropriate, provide proof of their competence.

Employees of contractors are not permitted to alter any scaffold provided for their use, or use, or interfere with any plant or equipment on the site unless authorised and competent to do so. Where contractors are required to hire or erect scaffolding (or other working platforms) they shall ensure that it is inspected at weekly intervals by a suitably trained and competent person and the appropriate inspection report is completed.

No power tools or electrical equipment of greater voltage than 110 volts may be brought onto site. All transformers, generators, extension leads, plugs and sockets must be to the latest British Standards for industrial use and in good condition. All such equipment must be regularly tested for safe working and suitably tagged in accordance with the requirements of this policy.

Any injury sustained or damage caused by contractors' employees must be reported immediately to the Works Supervisor.

Contractors informed of any hazards or defects noted will be expected to take immediate action. Contractors will provide the Works Supervisor with the name of the Responsible Person they have appointed to manage and control their works.

Suitable welfare facilities and first-aid arrangements in accordance with the Regulations must be provided by contractors for their employees, unless arrangements have been made for contractor's

employees to have the use of shared facilities, in which case notification will be issued detailing the shared facilities provided. Subcontractors will be required to provide, when appropriate, that at least one of their workforces on the premises is a suitably trained first aider.

Any material or substance brought onto the premises which has Health, Fire or Explosion risks must be used and stored in accordance with regulations and current recommendations, and that information must be provided to the Works Supervisor and any other person who may be affected on or off the premises.

Contractors are particularly asked to note that workplaces must be kept tidy and all debris, waste materials, etc cleared as work progresses.

Contractors will be required to provide and wear and/or use any appropriate items of protective clothing and equipment required for the process in which they are engaged.

Thorpe St Andrew Town Council will only appoint competent contractors, an assessment of each contractor engaged by the Council will be carried out before such contractors are employed for the first time and at regular intervals thereafter.

Young People

Thorpe St Andrew Town Council recognises its responsibilities under The Management of Health and Safety at Work Regulations 1999 (management Regulations) relating to young persons. Thorpe St Andrew Town Council will: -

- (a) Assess risks to young people and those who are considered to be unaware of the new working environment, *before* they start work.
- (b) Take into account their inexperience, lack of awareness of existing or potential risks and immaturity.
- (c) Address specific factors in the risk assessment.
- (d) Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where they are over minimum school leaving age and it is necessary for their training and:
 - i. Where risks are reduced so far as is reasonably practicable
 - ii. Where proper supervision is provided by a competent person

Lone Working

In the event of employees being required to work alone, the following is mandatory:

- (a) Access to contacting assistance (mobile phone or radio device in areas without signal)
- (b) The employee is required to inform the immediate line manager of where they going and for how long. Details shall also be entered into the office diary which is kept by the administrative staff.
- (c) No employee shall enter a void area alone if there is a significant risk of the area being occupied by unauthorised persons liable to commit acts of violence if disturbed.
- (d) No employee shall enter a void area alone if the state of the premises is unknown and a risk of falling due to unsound structural materials exists.
- (e) Employees are required to call the office on a regular basis to confirm their whereabouts.

First Aid

At least one trained First Aider or Appointed Person will always be available during working hours. Records and dates must be kept by the office Administrator of any First Aiders' qualifications.

An assessment will be made by the First Aider or Appointed Person to ensure that there is adequate and appropriate provision for first aid. The First Aider or Appointed Person is responsible for checking first aid boxes.

All injuries should be recorded on the appropriate forms and inserted into the Accident Book, regardless of how slight the injury may be.

Accident Reporting and Investigation

In the event of any accident, the following procedures must be followed:

- 1) Render any equipment inoperative
- 2) Summon assistance
- 3) If the injury is of a minor nature, ensure treatment is carried out by reporting to the qualified First Aider.
- 4) if the injury is of a major nature then an ambulance should be summoned immediately without undue delay in attempting to contact next of kin or management first.
- 5) If the injured is mobile then he/she should be taken for emergency treatment to the Hospital;
- 6) All staff must report any accident involving themselves or visitors/clients by reporting to senior management.
- 7) All injuries regardless of how minor they may appear must be entered in the accident book. Accident Books and records must be kept for at least three years from the date of the last entry.
- 8) At the earliest possible convenience, the accident must be reported to the Town Clerk who is responsible for safety.
- 9) Senior Management will investigate all accidents. The purpose of the investigation will be to find, where possible, the cause of the accident, so that a re-occurrence can be prevented.
- 10) All accident reports will be forwarded to the Town Clerk who is responsible for safety and who will ensure that all remedial action is taken.

RIDDOR Reporting

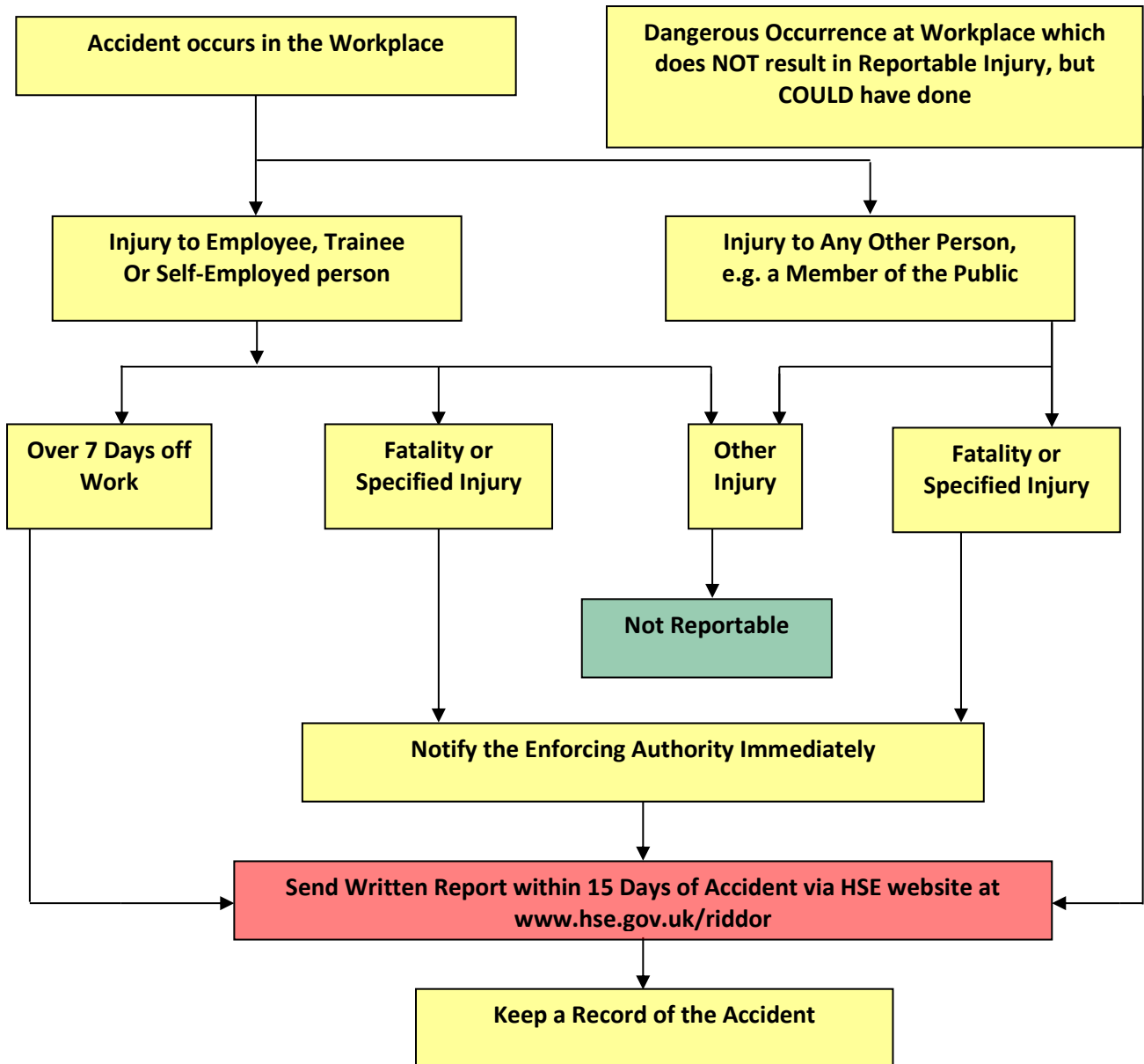
In recognition of our duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the Council has instituted a system for recording and investigating accidents, diseases and dangerous occurrences to the Health and Safety Executive. In the first instance Thorpe St Andrew Town Council will, so far as is reasonably practicable, provide and maintain a safe place of work, a safe system of work, safe appliances for work and a safe and healthy working environment.

Reportable incidents should be completed and sent to the Health and Safety Executive within 15 days via the HSE RIDDOR Website. Deaths must be reported as soon as possible by telephone to the HSE.

An accident book will be available and maintained to ensure any injured employee can record details of his/her accident. It is important that all accidents and near misses, no matter how minor are reported and recorded within the accident book.

All fatalities, specified injuries, dangerous occurrences and other notifiable accidents will be recorded in a Register. These records will be kept permanently by the Council in a safe place. All reportable accidents will be investigated and a copy of the Investigation Report, together with any photographs, statements or other relevant material forwarded to the Council insurers or legal advisers. This Investigation Report is privileged information and will not be issued to any other person without permission of the Council insurers or legal advisers.

All accidents and incidents including near missies and incidents that result in damage to premises or plant and machinery, will be thoroughly investigated. The purpose of the investigation will be to establish the root cause of the incident with a view to amending or developing procedures to help prevent a recurrence in the future.



Fire Safety

Fire precautions will be provided and maintained to the requirements of the Regulatory Reform (Fire Safety) Order 2005, the Health and Safety at Work Act 1974, the Workplace (Health, Safety and Welfare) Regulations 1992 and the management of Health and Safety At Work Regulations 1999.

A fire risk assessment will be completed for each of the Council's premises, including any temporary offices. The fire risk assessment will be regularly reviewed to ensure that it remains valid and that the specified control measures are effective and are being implemented.

Fire extinguishers will be provided and located at strategic points throughout the workplace. Staff will be instructed in the use of office extinguishers in order that they may use them safely and effectively.

The Council will enter into a contract service and inspection arrangement to ensure that all portable extinguishers are inspected and maintained.

The names, locations and actions to take in the event of an emergency will be posted at strategic positions throughout the workplace.





All employees must familiarise themselves with the location of fire doors and fire exits, so that they know as many means of escape as possible from the building. All employees should know the location of their nearest fire extinguishers and fire alarm call points and instructions for their use.

Emergency exit routes must remain tidy and free from obstacles. Employees must not leave or store flammable materials on emergency exit routes or blocking immediate access to fire alarms, fire equipment or electrical switchgear.

The Council will carry out a Fire Risk Assessment of its premises to determine what measures need to be implemented in order to safeguard its employees and premises.

The value of the nightly routine of switching off all unnecessary electrical equipment and closing all doors to rooms and staircase enclosures cannot be overstressed. Employees are reminded that smoking is not permitted on Council premises.

- Office and site cleanliness and the removal of waste materials is essential. The storage of flammable materials will not be permitted within the Council's premises.
- Appropriate fire extinguishers will be provided within the premises. Employees will be instructed in the correct use of the appliances.
- All extinguishers will be examined at least once per year and the details recorded.

Types and Suitability of Fire Extinguishers	
	The most widely used and available fire extinguisher. Used for SOLIDS such as paper, wood, plastic etc. NOT suitable for use on electrical or flammable liquids.
	More versatile than water extinguishers. Used for SOLIDS such as paper, wood, plastic and FLAMMABLE LIQUIDS such as paraffin, petrol, oil etc
	Multi-purpose extinguisher, can be used on: SOLIDS ; Paper, wood, plastic, fires. FLAMMABLE LIQUIDS : Paraffin, petrol, oil. FLAMMABLE GASES ; Propane, butane, methane.
	Carbon Dioxide Extinguishers are ideal for fires involving electrical apparatus . Carbon Dioxide will also extinguish FLAMMABLE LIQUIDS such as paraffin, petrol and oil.

Emergency Procedure:

In the event of fire, the following procedure will apply to the office.

- 1) Raise the alarm and operate the nearest fire alarm
- 2) Leave the building in an orderly fashion
- 3) Telephone the Fire Brigade by dialling 999.

On hearing the alarm, all employees and visitors to the building are to evacuate and assemble outside the at the identified assembly point where a roll call will be taken. A staff/visitor signing in and signing out procedure will be adopted to ensure that an accurate record of all persons present within the building is maintained at all times.

Housekeeping

The risk of injury within the workplace is most likely to be caused by the more mundane hazards, often as a result of poor housekeeping. Trips and falls can be caused by trailing cables, objects left on floors, traffic routes blocked within the office. It is the responsibility of all staff to ensure that their working area has clear traffic routes and that exit routes are kept clear. It is the duty of all staff to be vigilant and aware of possible hazards. If any spillages occur, these should be dealt with immediately. All waste will be disposed of according to appropriate health and safety guidelines.

Thorpe St Andrew Town Council believes in the need for tidiness at the offices and all other locations in which their staff are required to work and will promote good housekeeping at all times. Council employees are responsible for the general tidiness in these areas. All employees have a duty to ensure that hazardous working conditions are not allowed to develop.

Slips Trips and Falls (on the same level)

The Council is aware of the high incidence of injuries caused by slips, trips and falls and the legal requirement to prevent such. This shall be achieved by:

- (a) Ensuring that the surface of all floors, corridors and external walkways under the control of the Council are regularly inspected and made as level, dry, free from ice and suitably treated as far as is reasonably practicable.
- (b) Ensuring that floors, corridors and walkways are kept clean, tidy and free from obstructions, clutter and trailing leads.
- (c) Ensuring that all employees are aware of the serious risks posed by unsafe surfaces and that safety footwear is worn at all times when carrying out fieldwork.

Driving for Work

It is necessary for members of staff to drive for work related commitments and as such, it is the policy of Thorpe St Andrew Town Council that all individuals required to drive for work, adhere to the following:

- (a) Drive in accordance with Road Traffic Legislation and the Highway Code at all times;
- (b) Ensure before reversing that there are no obstructions or people behind the vehicle.
- (c) Report all accidents or damage, however minor, to Thorpe St Andrew Town Council.
- (d) Ensure that all traffic violations they may be involved in, which result in being prosecuted, are reported to Thorpe St Andrew Town Council.

- (e) Ensure that the vehicle is serviced in accordance with the manufacturer's requirements.
- (f) Make regular inspections of the vehicle for obvious defects and ensure any defects noticed are rectified without delay. Check lights, tyres, oil, water, windscreen wipers and washer reservoir, etc. At least every week.
- (g) Do not drink alcohol or take medication, which could affect driving ability before or whilst driving a vehicle.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) should be regarded as a last resort after other methods of control have been rejected. All staff and visitors will be issued with suitable and sufficient PPE where the risk assessments identify it as necessary.

Line Managers will ensure adequate supplies of all necessary protective clothing or equipment are available for issue as required and that when issued to staff or visitors, a record is kept.

All staff and visitors will be provided with instruction, information and training in the correct use, maintenance and storage of any PPE issued and the hazards it provides protection against, and any limitations.

In addition, Thorpe St Andrew Town Council encourages staff to wear any items that will protect them against injury. If any item of PPE becomes damaged the staff member must request a replacement. Failure to wear protective clothing supplied where deemed to be necessary will be considered by Thorpe St Andrew Town Council as an act of serious misconduct and subject to disciplinary action.

Hazard Control - Risk Assessment

Suitable and sufficient Risk Assessments are carried out to assess the health and safety risks which Thorpe St Andrew Town Council employees are exposed to whilst they are at work, and also the risks to the health and safety of persons not in Thorpe St Andrew Town Council employment arising out of, or in connection with any undertaking of Thorpe St Andrew Town Council.

Appropriate arrangements will be put into place to control any risks identified. Risk assessments and control measures will be reviewed at regular intervals (at least annually) and updated where necessary. Significant findings will be recorded.

Specific risk assessments are required for activities involving fire, manual handling, substances and the use of display screen equipment while more general risk assessments must be completed for those activities where specific assessments have not been carried out.

Although risk assessments relating to most activities of the Council will have been or will be

completed on the behalf of all staff, all staff have a responsibility to make themselves familiar with both the general and the specific risk assessments relating to their area of work. Copies of these assessments are held by Senior Management.

Areas of work or activities that are deemed to be more hazardous are likely to have detailed, documented arrangements to minimise the associated risks.

In addition, various Codes of Safe Working Practice and guidance issued by the relevant authority and the Health and Safety Executive are available either from Thorpe St Andrew Town Council or by accessing the latest versions on the web. All new and existing staff should be aware of the contents relevant to them.

Part 4 – Landscaping and Grounds Maintenance Safety Procedures

Protection of Public

All necessary measures required for the protection of the public will be allowed for and planned, taking into account.

Consideration will be given at the planning stage to any work for the protection of the public. All working areas should be protected with suitable barriers, fencing or screens to reduce the risk of injury and prevent unauthorised access into the working area by the general public or unaccompanied visitors.

Pedestrian and Vehicular Movements

All vehicle and pedestrian routes within the work area shall be kept apart to avoid the risk of conflict. The following measures shall be adopted in this respect:

Pedestrian Safety

Employees are to:

- a) Use designated routes for access around the works
- b) Only use the stairs, access ramps and fixed ladder positions to reach a particular work area
- c) Keep to the pedestrian side of any barriers and markings which have been provided to denote walkways and access routes
- d) Observe all traffic management systems used to allow the safe movement of plant and vehicles around the works
- e) Wear high visibility clothing at all times

The Council shall ensure that adequate lighting levels are provided along all pedestrian routes.

Vehicle Movement

The features contributing to the safe movement of vehicles at the works are:

- a) Designated one-way traffic routes wherever possible
- b) Designated areas for turning
- c) Designated loading/unloading areas
- d) Use of banksman/signaller at all times when reversing
- e) Obey all traffic and warning signs
- f) Never exceed the speed limits

- g) Only trained competent persons shall drive vehicles/plant

Ride on Machinery and Tractor Safety

Training

- Employees must be trained to use the machine and correct methods of operation.
- Employees must be trained on the safe refuelling of the machine and know what actions to take in the event of fire.
- Where employees are required to undertake minor machinery maintenance activities, they must be trained in accordance with the manufacturer's instruction manuals.

Site Inspection Prior to Work

- Use a dynamic risk assessment prior to works.
- Before starting work a site inspection must be carried out and any hazards identified, pay particular attention to banks, elevated work areas, drops, ditches, weather etc.
- Consider if warning signs are required or traffic management.
- Particular attention must be paid where public and vehicles are likely to be passing.
- Be aware of such things as nearby schools etc. and where possible avoid peak times.
- Be aware of any obstacles i.e. trees inc roots, plants, walls, drains, downpipes, linen driers etc.

Use of Machinery

All machines must have safety checks carried out before use and defects reported to your supervisor and all must be fuelled prior to start of works. If any safety critical faults are identified the equipment must not be used.

Safe Working Systems

Always plan in advance so that the system of work is safe and efficient at all stages. For example:

- Always turn uphill when working across a slope.
- Drive straight down the gentlest possible slope and up the steeper slope, rather than drive diagonally across it.
- A tractor can be driven up a slope having a hard surface which it cannot necessarily descend safely.
- When working across slopes, stones and lumps on the uphill side, also holes and dips on the downhill side significantly increase the risk of overturning.

Tractor Specific:

- Select the correct gear before the start of the slope to eliminate the need to change gear on it.
- Engage four-wheel drive (if available) before working on slopes.
- Keep well away from banks and ditches, especially when turning. Make sure the tractor is big enough to control the machine or load it is pulling.
- Keep wheel settings as wide as practicable and remember that when using rear-mounted fertiliser spreaders or spraying machines, tractor rear-wheel grip becomes less as the load is discharged and thus the possibility of sliding down a slope is increased.
- Avoid working across slopes if the tractor has large diameter, tubeless, low ground pressure tyres.

Machine Cutter Blockages

- When a machine's cutters become blocked or fouled the engine must be switched off and where applicable the ignition key removed before work commences to clear the blades.
- Gloves should be worn for clearing blockages and even then, fingers must be kept clear of the blades.
- A suitable piece of wood may assist in the clearance.
- Make sure the area is clear when re-starting the machine, do not re-adjust the blade with the engine running.
- On machines which have rise and fall cutters, the cutters should be lowered to the ground before repairs or maintenance.

Travelling and Transporting

- Machines with rise and fall cutters must be returned to the stored position with locking pins etc. in place before travelling.
- No person must ride in any cab or on any part of a machine unless fixed seating accommodation is provided.
- When more than one machine is working in an area a safety margin must be maintained at all times between machines.

Chainsaw Safety

Personal Protective Equipment

To minimize injury, workers need proper safety equipment. The equipment listed below must be worn at all times during chainsaw activities:

Safety Glasses and Face Shields - Safety glasses are considered to be primary protection and must be worn when eye injury is possible. Proper safety eyewear will meet with EN1731 and EN166. Face shields may be worn to protect the face from wood chips and other small objects. However, face shields are secondary protection and safety glasses, or goggles (primary protection) must be worn.

Hearing Protection - There are many types of hearing protection, such as foam plugs, earmuffs and hearing bands. All the different types provide excellent hearing protection. When choosing hearing protection, you should look for the NRR (Noise Reduction Rating). This number refers to the amount of noise the hearing protection will reduce the surrounding work environment. In general, the higher the NRR the better. The type of hearing protection (ear plug, earmuff or ear cap) that works best depends upon the preference of the worker but must comply with EN352.

Leg Protection - To prevent injury to the legs, special chaps or leggings should be worn. The most common types are made of kevlar or ballistic nylon. When choosing protective clothing, look for equipment which meets EN 381-5 guidelines.

Safety Footwear - When choosing proper footwear make sure the footwear is EN compliant. EN 345-2 Shoes that meet this standard have been tested for both impact and compression resistance. In addition, footwear may also provide special protective qualities such as being conductive, metatarsal protection, electrical hazard protection or puncture resistance. All footwear meeting the EN345-2 for Foot Protection for Chain Saw Users. This standard has specific criteria for footwear intended to minimize foot injuries caused by accidental contact with a running chain saw.

Operator Fitness

Certain medical conditions may affect the ability of a person to operate a chainsaw safely. Seek further medical advice if prospective operators have any condition affecting, eg their:

- (a) mobility (eg arthritis, stroke)
- (b) alertness (eg diabetes or alcohol/drug dependency)
- (c) physical strength (eg heart conditions)
- (d) vision (which cannot be corrected by glasses or contact lenses)
- (e) manual dexterity/grip strength (eg vibration white finger)
- (f) balance (eg vertigo, giddiness or epilepsy).

Operators need to inform their employers when they are taking prescribed medicines.

Information, Instruction and Training

Thorpe St Andrew Town Council will provide clear instructions, information and adequate training for employees on:

- (a) the risks they may face
- (b) measures in place to control the risks
- (c) how to follow any emergency procedures.

Training needs to be carried out by suitably qualified instructors. External sources that may be able to provide appropriate training include independent training providers, instructors and colleges.

All chainsaw operators should do regular refresher/update training to ensure they work to industry best practice and maintain their levels of competence.

Fuelling and Lubrication

Thorpe St Andrew Town Council will make sure petrol containers are in good condition, clearly labelled, and provided with securely fitting caps and use containers specially designed for chainsaw fuelling and lubrication.

An auto-filler spout will be fitted to the outlet of a petrol container to reduce the risk of spillage from over-filling. Operators need to:

- (a) avoid getting dirt in the fuel system (this may cause the chainsaw to be unreliable)
- (b) securely replace all filler caps immediately after fuelling/oiling
- (c) wipe up any spilt petrol/oil
- (d) keep fuel containers well away from fires and other sources of ignition, including the saw itself (at least 4 m is recommended) during starting and use.

Pre-use Checks

When preparing to use a chainsaw, operators need to check:

- (a) all nuts, screws etc are tight
- (b) the saw chain is correctly tensioned
- (c) the throttle cannot be squeezed unless the throttle lock-out is pressed
- (d) they are wearing the correct PPE.

Tree Felling

Before felling starts on the worksite:

- (a) contact the owners of any overhead power lines within a distance equal to twice the height of any tree to be felled to discuss whether the lines need to be lowered or made dead
- (b) do not start work until you have reached agreement on the precautions to take
- (c) check whether there are underground services such as power cables or gas pipes which could be damaged when the tree strikes the ground
- (d) if there are roads or public rights of way within a distance equal to twice the height of the tree to be felled, ensure that road users and members of the public do not enter the danger zone.

Warning notices, diversions or traffic control may be needed.

When felling a tree:

- check if it is affected by rot
- assess what could affect the direction of fall, such as wind conditions and whether the tree is leaning, has uneven growth or branches which could foul other trees
- be especially careful to check for broken crowns and branches which might fall during the operation
- check both the tree to be felled and those nearby
- operators may need to use aid tools such as alloy or plastic wedges, a breaking bar, a cant hook, a winch, or high-lift wedges and a sledgehammer
- make sure operators have the right equipment available and the skills to use it correctly.

If a tree is or is likely to become hung up on another during felling, operators will need to have the knowledge and the equipment to bring it down safely. Dealing with leaning trees or wind-blown trees also requires special skills.

Working with chainsaws off the ground

Chainsaws should not be used off the ground unless the operator has been adequately trained in safe working techniques. Work off the ground involving the lifting and lowering of people or loads, including work-positioning techniques, will be subject to the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Mobile Elevating Work Platforms

Always use a purpose-built platform. Ensure operators have received adequate training in the safe operation of the platform and safe use of a chainsaw from a work platform.

Work from Ladders

Avoid using a chainsaw from a ladder. Chainsaws require both hands to be operated safely: work on a ladder requires one hand to hold the ladder to maintain a steady working position. Work from a ladder should only be done by an arborist trained in and equipped for tree climbing. When operating from a ladder, the climber should establish an independent anchor to the tree using a rope and harness and obtain a stable and secure work position.

Ropes and Harnesses

Using a chainsaw from a rope and harness requires special skills. This should only be done by people who have the relevant training and competence for arboricultural work.

Material Handling and Storage

Products must be stored safely to prevent them from falling on employees or visitors and to reduce product damage. The storage of products involves the safe use of powered industrial trucks (forklifts), as well as secure and safe racking to support loads.

When moving materials from storage, the following safety tips should be observed:

- 1) When stocking shelves by hand, position the materials to be shelved slightly in front of you, to avoid twisting your body when lifting and stacking.
- 2) Visually inspect for sharp objects or other hazards before reaching into containers, such as rubbish, cans, boxes and bags.
- 3) Remove or bend nails and staples from crates before unpacking the crates.
- 4) When cutting, always cut away from you and your co-workers.
- 5) Do not try to kick objects out of pathways. Objects should be pushed or carried from walkways.
- 6) Do not let items overhang from shelves into walkways.
- 7) Move slowly when approaching blind corners.
- 8) Place heavier loads on the lower or middle shelves.
- 9) Remove one object at a time from shelves.
- 10) Place items flat on shelves, so that they do not wobble.

Forklift Trucks

Forklifts are an essential piece of material handling equipment in the warehouse. Forklifts are involved in numerous injuries and deaths each year throughout the industry. It is vital that all forklift operators are competent and properly trained. Only competent and certified forklift operators may operate forklifts.

Pre-Use Inspection

Always follow the pre-use instructions in the manufacturer's manual and do not use the forklift if any of the following conditions exist:

- Mast has broken or cracked weld-points.
- Roller tracks are not greased or the chains are not free to travel.
- Forks are unequally spaced or cracks exist along the blade or at the heels.
- Hydraulic fluid levels are low.
- Hydraulic lines and fittings have excessive wear or are crimped.

- Fluid is leaking from the lift or the tilt cylinders.
- The hardware on the cylinder is loose.
- The tires are excessively worn or split or have missing tire material.
- Inflatable tyres are not filled to the operating pressure indicated on the tyre.
- The batteries have cracks or holes, uncapped cells, frayed cables, broken cable insulation, loose connections or clogged vent caps.

General Forklift Safety Guidelines

- Do not use bare forks as a man-lift platform.
- Approach rail tracks at a 45° angle when driving the forklift.
- Steer the forklift wide when making turns.
- Sound the forklift horn when approaching blind corners, doorways or aisles to alert other operators and pedestrians.

Lifting

- Do not exceed the lift capacity of the forklift and read the lift capacity plate on the forklift if you are unsure.
- Follow the manufacturer's guidelines concerning changes in the lift capacity before adding an attachment to a forklift.
- Lift the load an inch or two to test for stability; if the rear wheels are not in firm contact with the floor, take a lighter load or use a forklift that has a higher lift capacity.
- Do not raise or lower a load while you are moving. Always wait until you are in the loading area and have stopped before raising or lowering the load.
- After picking up a load, adjust the forks so that the load is tilted slightly backward for added stability.
- Raise the forks an additional two inches to avoid hitting or scraping the ramp surface as you approach the ramp.

Driving a Forklift

- Always obey all traffic rules and signs.
- Drive with the load at a ground clearance height of 4-6 inches at the tips and 2 inches at the heels in order to clear most uneven surfaces and debris.
- Drive at a walking pace and apply the brakes slowly when driving on slippery surfaces, such as icy or wet floors.
- You should not exceed five miles per hour and slow down in the congested areas.

- Do not drive into an area with a ceiling height that is lower than the height of the mast or overhead guard.
- Do not drive up to anyone standing or working in front of a fixed object, such as a wall.
- Do not drive along the edge of an unguarded elevated surface, such as a loading dock or staging platform.
- Stay a minimum distance of three truck lengths from other operating mobile equipment.
- Use a signal person when your vision is blocked by the load.
- Look in the direction that you are driving and proceed when you have a clear path.
- Do not drive the forklift while people are on the attached man-lift platform.
- Drive a loaded forklift in a forward gear when going up a ramp and upon approaching the ramp, raise the forks an additional two inches to avoid hitting or scraping the ramp surface.
- Do not attempt to turn the forklift around on a ramp.
- Do not shift into reverse to slow down or stop the forklift.
- Lower the mast completely, turn the engine off and set the parking brake before leaving your forklift.

Storage Facility Fire Safety

To protect the assets of the building and workers, fire safety must be a top priority in any warehouse. Storage of certain products can result in a greater risk of fire. Flammable liquids can easily ignite and raze a warehouse to the ground. Sprinklers, fire extinguisher, and emergency plans will help safeguard people and property.

The following fire safety guidelines can be useful:

- a) Storage of materials should be at least 18 inches below fire sprinkler heads.
- b) Clear access should be maintained to all fire extinguishers and fire alarm panels.
- c) Fire extinguishers must be identified with appropriate signage.
- d) Waste accumulation and debris can be a potential fire hazard, as well as a hindrance to evacuations. There should be a designated area for storage of pallets, crates, etc., and limit the stack height of pallets to 2m.
- e) Aisle ways must be to clear free and of obstructions.
- f) Emergency lights must be functional at all times.
- g) Extension cords cannot be use for permanent wiring.
- h) Store flammable liquid properly.
- i) Never store materials in front of electrical panels or in electrical rooms.

Storage Racking

This section provides advice on the safe use of static pallet racking in warehouse and manufacturing areas and gives practical guidance on detecting unsafe racking.

This guidance is based upon information from manufacturers and the requirements of HSE Guidance 'Health and safety in retail and wholesale warehouses'. The importance of racking safety and its inspection by a competent person cannot be overstressed enough.

This guidance does not address the safety requirements for cantilever, drive-in, double-deep, pallet-live, push-back or other specialised racking. The advice is of a general nature and applicable in conjunction with the requirements of relevant U.K. Health and Safety Standards. If in doubt, contact the racking manufacturer, installer or independent Racking Inspector

When should storage racks be inspected?

In-house inspections are important and should be carried out on a regular basis, though Industry Guidelines require an independent inspection at least every 12 months by an experienced and competent racking inspector.

When a forklift has struck a rack, one of the first priorities should be to identify any unsafe components in order to reduce the dangers of collapse. Specific precautions and taking damaged segments out of service immediately may be the only prudent response to prevent possible risk of injury to personnel caused by continued use of damaged racking.

Rack safety is the employer's morale responsibility and comes with substantial legal liabilities (civil and criminal). Though supervisors should also realise the potential hidden costs of a rack collapse:

- Replacing materials and damaged goods
- Use of temporary storage facilities
- General disruption
- Workers' compensation, general liability and other insurance rate hikes following the loss
- Legal expenses from defending actions resulting from an accident
- Potential HSE fines relating to violations of statutory safety requirements.

Racking Design and Materials Handling Equipment

Storage racking for products on pallets should be designed specifically for the size, shape and weight of the products being stored. The racking design should be compatible with the pallets and the materials handling equipment in use within the workplace. Aisle width should be matched to the turning circle of the forklift or other materials handling equipment used to put-away, replenish or pick stock.

Safe Working Loads

Regular inspection of racking should be conducted both in-house and independently to check its integrity, identify maintenance requirements and to ensure racking is not overloaded. NEVER exceed the manufacturers Safe Working Limit (SWL) for the racking.

At the end of all aisles there should be one or more signs in conspicuous locations to identify to workers using the racking its SWL. Such signs should contain the following information:

- a) racking manufacturer's name and contact details
- b) safe working unit load
- c) safe working unit load for each shelf beam level
- d) safe working total unit load for each bay.

Altering the Racking Design or Components

Any alterations to the racking should only be carried out by a competent person and should take into account the effects on the SWL. Operating procedures, signs and drawings should be amended accordingly.

Physical alterations to uprights, bracings, beams or components, such as welding on additional cleats or bearers, should not be made. Replacement of uprights, bracings, beams, clips or other components should be with compatible parts.

Collision Protection

Bottom portions of those frames that are exposed to possible collisions by forklifts or other moving equipment should be protected. The *“SEMA Code of Practice for the Use of Static Pallet Racking”* gives the following general guidance:

Clause 8.4 – Rack Protection

“Where necessary, steps should be taken to protect uprights from being struck by forklift trucks and other vehicles. A first line of defense should be incorporated, such as renewable column guards or guide rails, which prevent the trucks getting too close to the main racking structure. Column protection in other areas likely to incur damage should also be considered”.

Damage Report

Employees should report any damage or near miss occurrences, however minor, to their line manager so that its effect on safety can be immediately assessed and the hazard eliminated or risks reduced.

All hazardous situations, which exist in relation to the racking, should immediately be reported to management. Expert advice should be immediately obtained from the manufacturer or a suitably qualified independent inspector on what action is to be taken.

Inspection of Pallet Racking

Inspections should be carried out following any report of damage and on a regular basis. Independent inspections are to be carried out periodically carried out by a competent inspector.

Inspections: What to look for?

Uprights and footplates

Are uprights damaged?

If the upright shows significant damage, or is twisted or contains splits or cracks, then replace it or splice a new section in. If the upright is damaged and is to be replaced, ensure the footplate is also replaced as it will also have sustained damage.

Are splices in good condition?

Check the condition of any splices. Ensure that they are above the first beam level; i.e. they are not close to the ground where they take most of the weight.

Out of Plumb Racking

Is the racking vertical?

Out of plumb racking is usually due to incorrect installation. Contact the manufacturer or installer.

Braces

Are racking braces damaged?

Replace bent horizontal or diagonal braces. For bracing, the member deviation from a 1m long straight edge in either plane should not exceed 10mm.

Floor fixing

Are floor fixings installed?

Check that floor fixings are installed and are not damaged. Replace as required. If the floor fixing has been damaged, it is likely that the footplate will have also received damage and may need replacing.

Beams

Are beams overloaded?

A large amount of beam deflection indicates overloading of the racking (the maximum deflection of a beam should not exceed 1/200 of the box sections length). Where two beams connect at an upright, the beam connectors should remain reasonably parallel. If racking is overloaded or has occurred previously, the beam connectors will form a 'V'.

Are beams damaged?

Check for obvious signs of beams being hit by a pallet or forklift. Damaged beams should be replaced.

Are beam connectors or safety clips missing?

Examine beams for damage and replace missing clips immediately. If clips are regularly being dislodged, contact the manufacturer or installer to determine why they are being dislodged and implement corrective action.

Has a beam popped out of its upright?

Check that beams have not popped out of the upright and are suspended on one end connector only.

Are welds damaged?

If a beam has been hit and may only show minor damage, ensure welds are checked by a competent person for cracking.

Highly Flammable Liquids (HFL's)

Highly flammable liquids are covered by the Dangerous Substances and Explosive Atmospheres Regulations and must be stored and used in accordance with those regulations. This section also applies to the storage of petrol and products containing petroleum on site or other premises.

Thorpe St Andrew Town Council will ensure that suitable storage facilities are provided for highly flammable liquids, in accordance with the above standards, and will arrange for a license for the storage of petroleum or petroleum mixtures where applicable.

Thorpe St Andrew Town Council will ensure that suitable storage facilities are provided for liquids which are not defined as highly flammable, but which could be a fire hazard and will arrange for any necessary firefighting equipment or materials to be available before work starts.

Thorpe St Andrew Town Council will ensure that the planned storage facilities are provided and maintained and that all highly flammable liquids are kept in storage facilities until required for use.

Fire resistant, absorbent material will be available to soak up any spillage of highly flammable liquids and that this material is immediately disposed of safely after use.

Firefighting equipment, storage facilities, signs, notices, containers etc, are checked at weekly intervals and that any action is taken to rectify and that defects are noted.

Advice will be sought when there is any doubt about precautions required, or where highly flammable liquids are used in large quantities or in unusual situations.

Liquefied Petroleum Gas (LPG)

A number of British Standards cover the colours used for compressed gas cylinders, the construction and materials of fittings, cylinders, hoses etc to be used with LPG and other compressed gases. The LPG Industry Technical Association Public Codes of Practice and advisory literature on the use of cylinders and appliances. Various other advice is published for specialist applications by bodies such as National Joint Council for the Felt Roofing Contracting Industry and so on.

All work requiring the use of LPG and other compressed gases will be planned to take standards into account.

Thorpe St Andrew Town Council will ensure that the provision, installation of equipment and storage facilities for LPG, and any other compressed gases that will be used on site/workplace by sub-contractors, are planned in accordance with the above standards and that, where necessary, liaison takes place with the local Fire Brigade to establish the safe storage and siting facilities.

Thorpe St Andrew Town Council will ensure that any necessary training in the Safe Working Practices, or Emergency Procedures, associated with LPG or compressed gases, is arranged and carried out before work starts.

Appropriate action must be taken against any person who disregards any instructions given for the safe use and storage of LPG or compressed gases or who misuses equipment provided.

Advice will be sought where large quantities of LPG or compressed gases are to be used or stored, or where LPG or compressed gases are to be used in confined spaces or unusual situations.

Part 5 – Health Hazards

Manual Handling

Thorpe St Andrew Town Council will assess its lifting operations and as far as is reasonably practicable, change work methods to avoid risk of injury or replace manual handling by mechanical means in accordance with the Manual Handling Operations Regulations 1992 (as amended in 2002).

When manual handling assessments are carried out assessors should:

- (a) Observe and appreciate factors
- (b) Obtain information
- (c) Assess systematically
- (d) Draw conclusions
- (e) Record details
- (f) Communicate findings
- (g) Recognise Limitations

The assessment will be reviewed if significant changes occur.

Staff must make proper use of systems of work provided. Staff must also inform their Line Manager of any physical condition that might affect their ability to manually handle loads e.g. Back strain.

All equipment must be moved safely. Large pieces of equipment will only be moved by people who have received training.

Senior Management will be responsible for undertaking risk assessments for moving and handling tasks. Training will be offered to those staff who are expected to lift objects. If you are apprehensive about your capability to move goods, equipment or furniture, please either ask for help or do not undertake the activity. Where lifting equipment is provided, only those members of staff who have been trained in the use of the equipment may undertake this activity.

Working at Height

This policy and its arrangements cover the use of all types of ladder, for example those used for gaining access to positions above or below ground. In this policy a ladder / step ladder (ladder) should be referred to as a temporary measure which may be used as a working platform for no more than 30 minutes.

What are the main rules to follow when working at height?

- First, as a part of the planning of the work, carry out a Risk Assessment
- Plan to do as much of the work as possible at low level.
- Do not work at height unless it is absolutely unavoidable
- Provide a secure platform

What can be done to help prevent falls?

- Plan all instances of working at height
- Think about where and how the work is to be done
- Where possible use an existing structure, which will allow safe access and provide a safe working platform. Where this is not possible, a safe working platform will need to be provided.
- Consider any lifting and handling requirements needed to carry out the work
- Be aware and prevent possible electric shock dangers that may initiate accidents

All ladders used are of the correct type for the specific task, should be inspected before use, subject to regular checks and maintenance, and meet appropriate legislative and equipment standards.

Ladders / Stepladders

All ladders must be provided and used in accordance with the Work at Height Regulations 2005.

All ladders are classed as 'work equipment' for the purposes of the Provision and Use of Work Equipment Regulations 1998. Where necessary a risk assessment should be carried out in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999.

All work will be planned to take the above standards into account.

Where ladders are to be used, these must be used in strict accordance with the Work at Height Regulations 2005 and 3 points of contact (ie: 2 feet and 1 hand) must be maintained with the ladder at all times. Ladders should only be used for short duration, non-repetitive works and only then when subject to a specific risk assessment.

Training provided to employees will include the hazards and precautions relating to ladders and their use, as well as the hazards of working at height in general.

Ladders must be checked before use to ensure that there are no defects and will be checked at least weekly while in use. Where a defect is noted, or a ladder is damaged, it will be taken out of use immediately. The Council will ensure that proper storage is provided for ladders, under cover where possible, and with the ladder properly supported throughout its length.

Employees will check that ladders in use are secured, have a solid, level base and are being used correctly. Ladders will not be used to provide access, or a working position, if the type of work cannot be carried out safely from a ladder, (eg carrying large items, work requiring both hands etc).

Methods of use, which will result in damage to the ladder, will not be permitted.

Any person using a ladder is especially at risk, when working on the ladder, when ascending or descending, or when positioning or removing it. Other persons working near to, or passing by, a person working on a ladder could be in danger from tools, equipment or the person falling from a

height. Whenever using a ladder, three points of contact must be maintained with the ladder at all times.

Ladders should only be used for short term work (<20 minutes) and then only following the completion of a satisfactory risk assessment.

Display Screen Equipment

Thorpe St Andrew Town Council recognises its duties under the *Display Screen Equipment Regulations* and will carry out the following: -

- (a) Carry out suitable and sufficient assessment of the risk for each workstation and make sure arrangements are made to reduce significant risks identified.
- (b) Make sure arrangements, as may be necessary, are made to reduce significant risks found during the risk assessment programme.
- (c) Provide an appropriate “sight test” as defined in the Regulations for all regular users of display screen equipment.
- (d) Encourage and advise users to take regular breaks from operating display screen equipment.

In order to ensure compliance with the standards above, all staff that use PC's, laptops or tablets as part of their working day, should complete the Self-Assessment checklist and return it to the Town Clerk.

An audit of staff will be undertaken to identify those staff that would be considered ‘DSE users’. DSE users are entitled to an eyesight test, particularly if they are experiencing visual difficulties associated with DSE. The standard form must be obtained from the Town Clerk prior to the eye test and completed by the Optician.

The completed form and receipt for the eye test must then be returned to the Town Clerk for reimbursement. If the optician confirms that a user requires new visual correction specifically for work with DSE, as indicated on the Optometrist’s Report, the Council will pay a contribution towards the cost. It should be noted that some users who already wear glasses may or may not need special glasses for display screen work.

Electrical Equipment

All staff are responsible for ensuring that they use and handle electrical equipment sensibly and safely.

All electrical equipment is checked annually. If there is any doubt about the safety of the equipment it must not be used. Any potential hazards must be reported to Senior Management immediately. Senior Management must be aware of and approve the use of any item being brought into the Council by a member of staff.

In accordance with the Electricity at Work Regulations 1989 electrical risks must be assessed and controlled by the use of:

- (i) Statutory inspections and testing of portable electrical appliances by a competent person whether used on sites or within the Council's premises.
- (ii) 5 yearly statutory inspection and testing of fixed installations.
- (iii) Any power tools used, including drills etc are to be of low voltage type and must be stringently inspected and maintained.
- (iv) Prohibition of any employee to access live electrical installations.

Visual Inspections

All users must look critically at the electrical equipment they use from time to time. This needs to be daily in the case of handheld and hand operated appliances to check that the equipment is in sound condition (remember to unplug and switch off first!!).

The checks also apply to extension leads, associated plugs and sockets. Any faults must be reported, and the equipment taken out of use immediately and labelled as faulty (and why). It must not be used again until repaired.

Testing of Portable Electrical Equipment

Electrical testing of portable electrical equipment for earth/insulation integrity using a portable appliance tester will be carried out by a competent person in addition to the user visual inspections.

A visual inspection must also be carried out in conjunction with the electrical testing.

Combined inspection and testing should be carried out by someone with a wider degree of competence than that required for visual inspection alone. This is because the results of the tests may require interpretation and appropriate electrical knowledge.

Use of Equipment

A list of all equipment owned Thorpe St Andrew Town Council is retained centrally and maintenance schedules are in place to ensure that all equipment is safe.

Guidance notes and proper use instructions will be kept with the relevant equipment used by staff. Where manufacturers' instructions are not available, Line Managers will prepare instructions for maintaining the equipment and will liaise with the appropriate advisors to obtain such advice as may be needed for preparing those instructions.

Noise at Work

All members of staff need to be aware of "nuisance noise" and respect the needs of others in the Council and at locations in which they may be required to work. Common sense and courtesy by all members of staff and visitors will prevent problems arising.

The Noise at Work Regulations 2005 require noise exposure to be reduced to as low as reasonably practicable. There are three levels of sound energy at which employers are required to take certain action:

- (i) 1st action level, 80 dB(A)
- (ii) 2nd action level, 85 dB(A)

Due to the nature of the Council's activities and the type of work equipment used, it is deemed that in most cases noise exposure and subsequent hearing damage is lower than for many other sectors.

However, it is the Council policy for:

- (a) Employees to obey hearing protection programmes when working by wearing appropriate hearing protection as necessary.
- (b) Significant noise risks are to be assessed and if deemed necessary, individual employees' exposure shall be monitored and assessed.

Control of Vibration at Work

Thorpe St Andrew Town Council will comply with their duties under the Control of Vibration at Work Regulations 2005, as part of its risk assessment procedures. All activities which may place operatives at risk of exposure to vibration will be thoroughly assessed by a competent person and alternative methods of work will always be considered.

There are 2 main forms of vibration hazard which can affect those working in the industry, they are:

Hand-arm Vibration (HAV) – Hand transmitted vibration from tools, equipment and certain processes that produce vibration.

Whole Body Vibration (WBV) – Vibration that is transmitted to the body through the seat of the plant or the feet of the operative.

Controlling the Risk

The risk of permanent damage depends on a number of factors including:

For HAV:

- How high the vibration levels are
- How long the equipment is used for
- How awkward the equipment is to use
- How tightly the equipment is gripped
- How cold or wet the operative gets using the equipment

For WBV consideration should also be given to:

- Operatives posture
- The design of the controls
- The driver visibility
- Handling and lifting operations associated with machine's operation
- Personal factors such as level of fitness, etc.

The risk assessment should consider the following hierarchy:

Elimination – Seeking alternative ways of carrying out the task **without** using high vibration tools.

Reduction – several methods should be employed, including:

- (a) adopting the correct sharpening techniques
- (b) not using blunt chains
- (c) making sure that all new tools have vibration control built in

- (d) modifying existing tools to reduce vibration levels or the grip force needed
- (e) use of the right tools for the job
- (f) limiting the usage time to those recommended by the manufacturer or supplier
- (g) keeping all tools and machines in good working order
- (h) not using more force than necessary when using tools and machines
- (i) personal factors like cutting down on smoking (smoking affects blood flow)
- (j) exercising hands and fingers to improve blood flow.

Isolation – Job rotation.

Control – methods include:

- (a) information, instruction and training in the correct use of tools and equipment
- (b) method statement and safe systems of work briefings
- (c) recognition of early symptoms of injury
- (d) arranging advice and routine health checks if the use of high vibration tools is unavoidable
- (e) assessing exposure levels; keeping warm and dry; use of anti-vibration PPE.

It is the purchasing policy of Thorpe St Andrew Town Council to ensure that the noise and vibration produced by work equipment is considered together with the price when new purchases are made with a view to lowering the risk when equipment is used. Thorpe St Andrew Town Council will endeavour to purchase equipment that is advanced in technology and equipped with vibration absorbing features.

It is recognised that a common cause of hand-arm vibration is the prolonged use of rotating hand tools for cutting and grinding together with percussive hand tools used for riveting, chipping hammering and drilling. In the first instance mechanical methods will be used not requiring the exposure of the operative, but should the operative be exposed the task will be allocated to a number of individuals to ensure job rotation and a reduction in the exposure time.

To ensure that operatives are aware of the effects of hand arm vibration they will be provided with adequate information on the hazard and controls and given information in order to reduce the risk.

COSHH and Hazardous Substances

Thorpe St Andrew Town Council is aware of its duties to control employees and non-employees exposure to substances hazardous to health, as outlined in the Control of Substances Hazardous to Health Regulations 2002.

No substance shall be used unless it has been assessed and the risks identified. A COSHH Assessment will be produced for each hazardous substance.

All chemical substances (solvents, fluxes, oils etc) will be assessed for possible health effects or safety requirements by consulting the relevant suppliers/manufacturers hazard information and Material Safety Data Sheets (MSDS's). Appropriate precautions will be implemented before use and no substance will be used unless approved. All containers used for transporting substances will carry the appropriate warning labels as required by the HSE's Classification Packaging and Labelling Regulations 1999. Storage of chemicals substances, flammable materials, liquids and gases will follow current good practice and will comply with any relevant legal requirements.

The COSHH Regulations are designed to protect people against risks to their health at work, whether immediate or delayed, arising from exposure to substances hazardous to health.

Asbestos

Thorpe St Andrew Town Council is fully aware of its responsibilities and duties to control and manage asbestos containing materials within the workplace. The Council will ensure that any potential asbestos containing materials within its premises are identified by a competent person; the risk to health is assessed and that the appropriate control measures are put in place.

The Council aims to prevent any asbestos exposure to all employees and third parties affected by its undertaking and where this cannot be achieved, reduced to as low as is reasonably practicable, in compliance with the Control of Asbestos Regulations 2012.

No employees of the Council will be permitted to carry out any works on asbestos containing materials. A specialist licensed contractor shall carry out all such works. All work involving asbestos is covered by the Control of Asbestos Regulations and work involving asbestos should only be carried out by persons who have received the proper training and who have the necessary protective equipment and respirators. Under the Control of Asbestos Regulations 2012, all persons involved with building maintenance; refurbishment; repair of existing structure where asbestos may be present, must be provided with compulsory Asbestos Awareness Training.

Smoking Policy

In compliance with Legislation and in an effort to reduce the risk to health from passive smoking, there is a 'No Smoking' Policy in place for all Thorpe St Andrew Town Council locations and offices. This includes the use of E-cigarettes.

Staff Wellbeing

Stress is defined by the Health and Safety Executive as “the adverse reaction people have to excessive pressures or other types of demands placed on them.” This distinguishes stress from the pressures or challenges that provide the motivation for everyday living.

Being under pressure can often improve performance but when demands and pressures become excessive, they can lead to stress. People respond to pressure in different and individual ways. Much will depend on an employee’s personality, experience, motivation, and the support available from managers, colleagues, family and friends. Difficulties faced outside of work can also have an impact on someone’s ability to cope or function well at work. If stress is intense and sustained it can lead to mental and physical ill-health and contributes to employee ill-health and sickness absence.

It is important that all staff are aware of the factors that can give rise to stress (stressors) so that where possible their causes can be foreseen and appropriately managed before damage/harm is done. The Town Clerk / Line Managers will liaise with staff in identifying the individual stressors and, where practicable, steps will be taken to minimise/eliminate these stressors. Workloads and stressors will be monitored on an on-going basis as part of 1:1 review.

Violence at Work

All staff must report to their line manager/Town Clerk any incident of aggression or violence (or near misses), directed to themselves from any source.

Infectious Diseases

Thorpe St Andrew Town Council take the health and safety of our staff very seriously. With the recent spread of the coronavirus (COVID-19) a respiratory disease caused by the SARS-CoV-2 virus, we must remain vigilant in mitigating the outbreak and other possible pandemics. Thorpe St Andrew Town Council is a proud part of the industry and in order to be safe and maintain operations, we have developed this section of the Policy to be implemented, to the extent feasible and appropriate, throughout the Council and at all of our locations.

Please also refer to our additional COVID-19 Safety Policy.

This section includes the measures we are actively taking to mitigate the spread of any infectious disease. All staff, visitors and others involved in our works are required to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It is important that we all respond responsibly and transparently to these health precautions.

This section is susceptible to changes with the introduction of any additional governmental guidelines. If so, this Policy will be updated and distributed accordingly. Thorpe St Andrew Town Council may also amend this Plan based on operational needs.

The health and safety of any individual will not be compromised at this time. If an activity cannot be undertaken safely, it will not take place.

Thorpe St Andrew Town Council understand that emergency services may also be under greater pressure and may not be able to respond as quickly as usual during an outbreak. This will be taken into consideration when scheduling training and other activities.

Thorpe St Andrew Town Council have in place effective arrangements for monitoring and reviewing our compliance with Government and industry guidance. Senior Management will also remind the staff at every opportunity of the safe working guidelines, which are aimed at protecting them, their colleagues, families and other people that may be affected by our works.

Key Control Measures

The following are key control measures, as specified by the HSE and other relevant authorities, required for managing the spread of the virus:

Symptoms

Ensuring no person with symptoms attends work. If these symptoms develop whilst at work, it is imperative that the individual is instructed to go home immediately and call NHS 111. If anybody becomes seriously unwell whilst at work, the emergency services should be contacted and the individual made as comfortable as possible, whilst maintaining social distancing measures, if possible.

Anybody displaying symptoms must follow current medical and Government advice, at that time.

General Health

Any individuals living with “at risk groups” as defined by the authorities, must consider if there is a heightened risk from attending work.

Hand Hygiene

Ensuring that everyone is washing their hands regularly and thoroughly or sanitising. Thorpe St Andrew Town Council will ensure that sufficient facilities are provided and maintained to allow this to happen.

Cough Etiquette / Respiratory Hygiene

Ensuring that people cough / sneeze into sleeve or elbow, always cover up and dispose of tissues promptly and wash their hands.

Cleaning

Ensuring that all frequently touched objects and all surfaces that are regularly exposed are regularly cleaned and disinfected.

Part 6 - Environmental Policy

Environmental Management Procedures

This section details the arrangements and procedures that we will use to help implement our Environmental Management Policy and ensure compliance with current Environmental Legislation.

Noise & Vibration

Operational Control Guidelines

- 1) Requirements regarding the control of noise and vibration levels should be identified so that the appropriate control measures can be implemented.
- 2) Thorpe St Andrew Town Council's environmental policy and procedures will be taken into account when selecting plant and equipment and when developing safe systems of work.
- 3) Where it has been identified that buildings and services may be affected by noise and vibration, all necessary control measures are to be highlighted within applicable safe systems of work.
- 4) In sensitive areas, such as urban and commercial districts, liaison with the Environmental Health Officer will be needed to ensure that noise and vibration levels are maintained within permissible levels.
- 5) Noise emissions should be regularly monitored and recorded as deemed appropriate.
- 6) Where necessary vibration will be monitored to ensure that no structural damage is being caused to adjacent buildings and services.
- 7) Local residents and businesses are to be kept informed of when activities producing excessive noise and vibration are to take place.
- 8) All operations should be sequenced, where appropriate, to minimise the generation of noise and vibration, and where practical, plant and material stockpiles should be located to absorb noise emissions.
- 9) Where appropriate, prior consent will be sought from the local authority under Section 61 of the Control of Pollution Act 1974.
- 10) All employees, sub-contractors and suppliers will be made aware of their responsibilities and duties to ensure that noise and vibration generated by them is correctly managed and controlled.
- 11) In the event that noise and vibration emissions exceed permissible levels, then the following Emergency Control Procedures are to be followed.

Emergency Control Procedures

- 1) In the event of noise and vibration limits being exceeded the work or activity causing the noise/vibration is to be stopped.

- 2) Where appropriate plant is to be re-orientated to re-direct emissions away from sensitive receptors.
- 3) Where appropriate material is to be stockpiled to provide a noise barrier to absorb noise emissions.
- 4) Where appropriate erect additional noise barriers.
- 5) If these steps are unsuccessful in reducing emissions to an acceptable level then working practices and arrangements will be changed accordingly.
- 6) Monitoring shall take place throughout the operation to ensure compliance.

Sustainable Working

Operational Control Guidelines

- 1) All timber should, wherever practical, be sourced from a temperate sustainable resource and certified as such from an independent inspection agency accredited by the Forest Stewardship Council (FSC).
- 2) All materials will be accurately ordered to minimise waste.
- 3) Where possible the use of recycled materials and other environmentally friendly options should be investigated.
- 4) All work areas are to be kept tidy to minimise the risk of damage to materials.
- 5) All operations will be adequately supervised to ensure that the wastage is kept to a minimum.
- 6) All office equipment will be turned off when not in use to conserve power/fuel.
- 7) Where possible the consumption of stationery in all offices will be used conservatively.
- 8) Wastepaper and empty toner cartridges will be recycled.
- 9) All waste materials shall be segregated into different types for easy recycling.

Traffic Management

Operational Control Guidelines

- 1) All traffic management issues identified in the contract documents must be incorporated into the Project Environmental Management Plan.
- 2) Where appropriate, arrangements for the delivery of materials should take place outside peak hours.
- 3) All access roads should be regularly monitored for damage and deposition of mud and debris, where mud and debris are found to be a problem, all debris should be quickly removed, and the roads kept clean and tidy.
- 4) All plant should be regularly serviced to ensure that it does not cause excessive pollution and operates safely and efficiently.
- 5) In the event that a traffic management problem occurs the Emergency Control Procedures below should be followed.

Emergency Control Procedures

- 1) In the event that the increased numbers of traffic movements adjacent to the site cause problems with congestion, road conditions or noise, then measures should be implemented to minimise them.
- 2) Where congestion is occurring at the beginning and end of the day, the use of flexible working hours and staggered starting times should be considered.
- 3) Where excess mud and debris is being deposited on local roads around the site, the incorporation of wheel washes and use of road sweepers should be considered.

Waste Management

Office Waste Guidelines

- 1) All consumables and office supplies are to be used conservatively, including the recycling and reuse of supplies where practical.
- 2) Council paper is only to be used for business purposes and wastepaper should be recycled rather than disposed of.
- 3) The use of double-sided copying and printing should be made wherever practical.
- 4) Scrap paper will be reused for draft printing whenever possible.
- 5) Office paper supplies will be discarded separately into segregated and designated recycling bins. All cardboard materials will be discarded separately into respective segregated bins. All other rubbish will be discarded in the normal manner.

Operational Control Guidelines

- 1) All work shall be carefully considered and implemented to minimise the generation of waste.
- 2) Where it has been identified that wastes are to be produced, or potentially produced, by a new project or activity, this will be clearly identified prior to the commencement of the work.
- 3) Specialist disposal requirements including any Waste Management License issues will be identified prior to commencement.
- 4) All employees, including sub-contractors will be requested to identify the types of waste that can be reduced, reused, or re-cycled on-site or off-site.
- 5) All employees, suppliers and sub-contractors will be made aware of their responsibilities to ensure the correct disposal of waste.
- 6) Where the production of hazardous wastes is envisaged, the Works Supervisor / Line Manager will liaise with the Environmental Manager and the appropriate Environment Agency office to determine the most appropriate method of disposal.
- 7) All sites producing hazardous waste must be licensed with the Environment Agency.
- 8) Waste disposal contractors must possess the appropriate license to dispose of the waste from site. The Works Supervisor / Line Manager should periodically check the waste contractor's current license.

- 9) All waste disposal operations shall comply with the Duty of Care. A Waste Transfer Note/Consignment Notice will accompany all waste transfers. The Waste Transfer Note must be retained for a minimum of three years.
- 10) The storage requirements for wastes are to be identified to allow for the segregation of the waste and the prevention of odours, water pollution and the cross contamination of materials.
- 11) In the event of the escape of waste the Emergency Control Procedures below must be followed.

Liquid Waste

- 1) In the event of liquid waste escaping the Works Supervisor / Line Manager is to be notified.
- 2) The Works Supervisor / Line Manager is to notify the Environmental Manager and the appropriate Environment Agency office.
- 3) Stop the flow of pollution using earth, sand or polythene and divert away from drains and watercourses.
- 4) Deploy spill kits as necessary to contain and absorb the spill.
- 5) Contaminated sand, earth or granules must be disposed of as contaminated material
- 6) The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.

Solid Waste

- 1) In the event of solid waste escaping the Works Supervisor / Line Manager is to be notified.
- 2) The waste that has escaped must be collected and placed into a secure skip.
- 3) Depending on the hazard presented by the material, specific personal protective equipment may be required.
- 4) The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.

Water Pollution

Thorpe St Andrew Town Council will ensure that no contamination of adjacent watercourses and the groundwater will occur as a result of their operations. This will also include minimising the impact of operations upon wildlife habitats, aquatic flora and fauna, fisheries, recreation and amenity facilities and landscape features.

Thorpe St Andrew Town Council will ensure that any operations that may pose a threat to these areas are carefully planned and managed to minimise the risk of pollution and environmental damage.

Operational Control Guidelines

- 1) Water quality sampling requirements must be identified and implemented prior to the commencement of any works.
- 2) The requirement for discharge consents to watercourses, surface water drains or foul drains must also be identified as soon as possible.
- 3) All watercourses and drainage systems adjacent to the site are to be highlighted in the Project Environmental Management Plan.
- 4) Suitable storage areas should be prepared to ensure that the quality of surface water and ground water is not put at risk.
- 5) If appropriate, the need for concrete wash out points will be identified and established on site.
- 6) All operations that are to take place in, above or adjacent to watercourses will be clearly identified, with specific risk assessments and safe systems of work being established prior to the commencement of any work.
- 7) All operations taking place in, above or near watercourses must be strictly supervised and monitored to ensure that no pollution incidents occur.
- 8) All permanent and temporary employees, including sub-contractors, are to be made aware of their responsibilities to ensure that no water pollution incidents occur.
- 9) In the event that a water pollution incident occurs then the Emergency Control Procedures below must be followed.

Emergency Control Procedures

- 1) All spillages, including fuel, oils, chemicals and silty run-off, must be reported to the Works Supervisor / Line Manager.

- 2) Where appropriate, the Works Supervisor / Line Manager must notify the Environmental Manager and the appropriate Environment Agency office.
- 3) The source of pollution must be identified and the flow should be stopped or diverted using spill kits, earth, sand or polythene and diverted away from all drainage systems and watercourses.
- 4) Where flammable substances are involved, any adjacent sources of ignition must be switched off.
- 5) An absorbent boom must be placed across watercourses to contain and absorb any spills.
- 6) Spillages must not be washed into drainage systems or watercourses and detergents must not be used.
- 7) All absorbent materials used to soak up the spill must be disposed of as contaminated material.
- 8) The incident is to be investigated with the Environmental Manager. The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.
- 9) Details of the investigation and any changes to working practices will be reported to the Environmental Manager and where appropriate to the Environment Agency.
- 10) In the event that a serious environmental incident occurs, contact Thorpe St Andrew Town Council's Environmental Manager and advise the Environment Agency using the 24-hour Emergency line - **0800 80 70 60**

Environmental Impact/Risk Assessments

A key element of the Environmental Protection Act 1990 is to identify the impacts our business operations have on our surrounding environment. The environmental impacts of all work carried out by Thorpe St Andrew Town Council will be assessed prior to the commencement of any operations which may have an adverse impact on the environment. These assessments will be monitored and reviewed on an annual basis and amended where appropriate to cater for the requirements of specific projects.

All senior managers should consider the impact their operations have on the environment and raise a formal environmental risk assessment using the template provided in Section 3 of this Manual. Guidance covering the areas and elements to be considered within such risk assessments should be drawn from the contents of this Manual, the contract documentation and any site-specific requirements.

Sub-contractors and other staff working for Thorpe St Andrew Town Council should make themselves aware of any assessments that have been undertaken to address the activities that they are carrying out. Any actions that are required to keep these assessments valid and relevant must then be followed.

The basic stages to be adopted when carrying out an environmental risk assessment are as follows:

Stage 1: Hazard identification

Stage 2: Identification of consequences

Stage 3: Estimation of the severity of consequences

The spatial scale of the consequences

The geographical scale of harm

The temporal scale of the consequences

The duration of the harm

The time to onset of the consequences

Stage 4: Estimation of the probability of the consequences

This has three components:

The probability of the hazard occurring

The probability of the receptors being exposed to the hazard

The probability of harm resulting from exposure to the hazard

Stage 5: Evaluating the significance of a risk

Options appraisal

Having estimated the magnitude and the significance of the risks posed by the hazard(s), the options for risk management are identified and evaluated.

Environmental Performance Monitoring & Review

The Environmental Manager will review Thorpe St Andrew Town Council's environmental performance and the effective implementation of the environmental management policy. The annual review shall cover:

- a) Environmental management monitoring results.
- b) Environmental management inspection results
- c) Comparison with the objectives stated in the previous review.
- d) Effects and requirements of new legislation or changes to best practice guidance.

Irrespective of time periods, a review shall be conducted in the event of:

- a) Significant environmental incident.
- b) Incidence of Environment Agency enforcement action.
- c) Major change to environmental management arrangements or Council activities.

WEEE & the Environment

Thorpe St Andrew Town Council is committed to improving environmental performance and reducing any impact made on the environment. Thorpe St Andrew Town Council has appointed a competent person to help and assist it in minimising its environmental impacts and to help improve its environmental efficiency.

The WEEE (Waste Electrical and Electronic Equipment) Regulations came into force on 2nd January 2007 and were implemented six months later on 1st July 2007. Their aim is to reduce this environmental impact by increasing recycling and recovery rates.

The Directive requires that Electrical products placed on the market after the Directive came into place are marked with the following symbol which means that when you come to dispose of the alarm you should dispose of it in line with the WEEE directive.

The presence of the logo on any product indicates that the product should not be placed in the general refuse and that it should be separately collected.

Under the WEEE Regulations ‘Commercial End Users’ are responsible for the safe disposal of all WEEE, however Thorpe St Andrew Town Council will assist its clients by providing information where available on:

- the **environmental impacts** of the substances in EEE and waste electrical and electronic equipment (WEEE)
- the reasons for **separating** WEEE from other waste
- the **meaning** of the crossed out wheeled bin symbol
- how they can safely dispose of WEEE for proper **treatment** and **recycling** free of charge.
- Contact information for the EEE producer. The producer’s compliance scheme is responsible for the end-of-life handling of EEE.

As a registered Waste Carrier Thorpe St Andrew Town Council may where required by the client take responsibility for the disposal of WEEE. Where this occurs, Thorpe St Andrew Town Council will prepare a Waste Transfer Note to document and record the removal and disposal of the waste. Copies of the Waste Transfer Notes will be retained for a minimum of 4 years.

All such waste will be disposed of:

- At a licensed waste disposal site, or
- Via the retailers WEEE ‘Take-Back Scheme’

As with all waste, Thorpe St Andrew Town Council will always ensure that all WEEE for which it is responsible is either recycled or disposed of at a licensed waste disposal site.

Part 7 - Monitoring and Review

Monitoring and Review of this Policy

To ensure the effectiveness of the safety policy in providing and maintaining environments and systems of work which are safe and without risk to health, procedures for monitoring will be established:

1. All members of their Line Manager are required to routinely and regularly inspect their areas within their control and carry out operational risk assessments on the risks identified.
2. Regular health and safety inspections will be conducted. Written reports will be provided.
3. A number of selected activities will be reviewed from time to time to confirm that staff and contractors are satisfying their responsibilities and duties.
4. Records of accidents and incidents will be reviewed to assist in the risk assessment process and in the setting of priorities.
5. All staff are required to bring to the attention of Senior Management any areas of the Council's Policy for Health, Safety and Welfare that appears to be inadequate.

At regular intervals Senior Management will meet to discuss any accident reports and the performance of Thorpe St Andrew Town Council in compliance with the Health and safety policy. This will be to establish areas where improvements in procedures and training could be made, which will be reviewed where necessary and Thorpe St Andrew Town Council's Health and Safety Policy will be updated.

Record of Amendments

Date	Revision	Amended By	Amendments Made / Comments	Approved By
20 th January 2021	A	R Mitchell – Health, Safety & CDM Consultant	First Issue	
20 th January 2021	B	R Mitchell – Health, Safety & CDM Consultant	Replacement of previous policy	
26 th January 2021	C	R Mitchell – Health, Safety & CDM Consultant	General Amendments (following client review)	