

Health & Safety Policy

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The Management of Jarrold FM are committed to the achievement and maintenance of a high standard of health, safety, and welfare at work for all its employees.

It is the Company's policy to conduct Company activities in such a way so as to protect, so far as it is reasonably practicable, the health, safety and welfare of its staff, the public at large and visitors and contractors on the Company's premises.

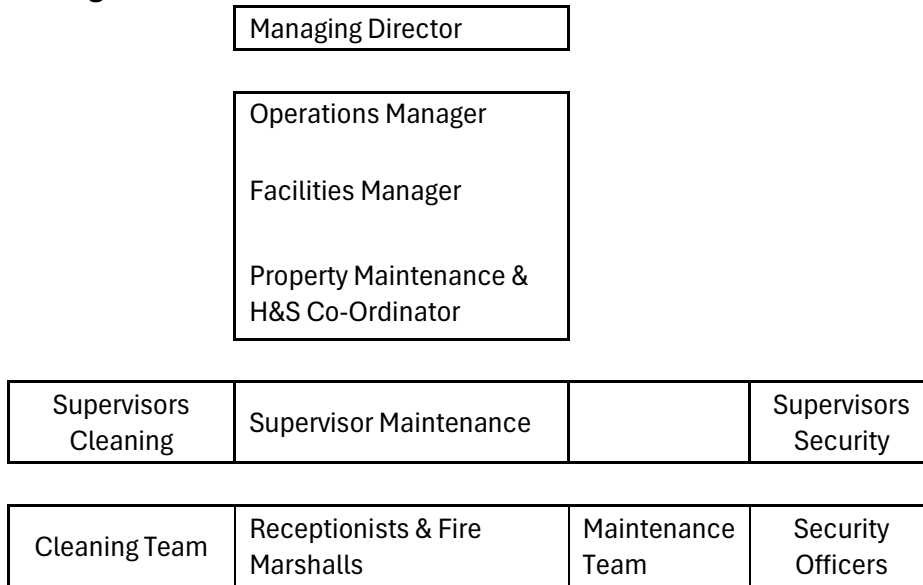
All staff, accept individual responsibility for safety, health, and welfare at work. In addition, all staff are reminded that they must also fulfil their legal obligation to take reasonable care to avoid accidents to themselves and others.

In order to ensure that Jarrold FM fulfils its health, safety and environmental responsibilities, an operations Manager is employed.

It is emphasised that health, safety, and environmental issues are actively managed as a line management function.

The following is a summary of the scope of responsibilities of each group of people within Jarrold FM
This policy has been prepared and Jarrold & Sons Ltd the holding company has full knowledge of this.

1. Organisation Chart



1.1 Managing Director

- Regularly review the Company's Health, Safety & Environmental Policy (as and when required)
- Be responsible for the maintenance of the Health & Safety Programme.
To ensure that the Company's Health, Safety & Environmental policy is carried out.
Ensure that major changes are discussed at Supervisors Meetings.
- Arrange for appropriate resources to meet the Health & Safety requirements.
- Prepare a statement of the Company Health & Safety programme for inclusion in the Annual Report & Accounts.

1.2 Operations Manager / H&S Co-Ordinator

- Measure and appraise the Company's Health, Safety and Environmental performance. Overview the Company Health & Safety programme, providing recommendations to the Directors as and when appropriate.
- Review Risk Assessment Process with the Supervisors and advise on Safe Systems of Work (SSOW). Review Supervisors' compliance with legislation and the control of the Health & Safety Programme.
- Attend and organise meetings with Supervision and Staff as in the Consultation with Employees regulations.
- Ensure that all accidents and damage to Company and customers' property are investigated and corrective action recommendations are implemented.
- Review any safety recommendations received and implement where required.
- Inspect and investigate all new processes, plant and equipment before they are commissioned and recommend appropriate safety measures or procedures.
- Keep up to date with training requirements to comply with Health & Safety legislation.
- Ensure that all employees in every department are inducted and safety training is arranged to comply with Health, Safety & Environmental legislation, company requirements and good practice.
- Confirm that the Security Staff are adequately trained, and SIA licensed to carry out their duties with regard to fire and emergency evacuation.

- Make sure that the Security Staff are adequately trained to carry out their responsibilities for fire prevention, including the supervision of Hot Work processes, e.g. welding.
- Make the necessary arrangements to ensure that the appropriate fire certificates are obtained.
- Ensure that personal protective equipment is issued and made available to all relevant employees.
- Ensure all accidents to personnel and contractors are recorded and reported as necessary.

1.3 SUPERVISORS

This covers the following jobs:

CLEANING SUPERVISORS:

SECURITY SUPERVISORS:

SUPERVISORS shall:

- a. Be responsible for all aspects of Health & Safety within their area of responsibility and ensure that Health & Safety Policy is adhered to.
- b. Review accident reports and ensure that full investigation has been carried out to identify the causes and to ensure that, where appropriate, action is taken to prevent recurrence of the incident and, if necessary, carry out a Risk Assessment. Make sure that all contractors are aware of control procedures for working on site.
- c. Together with the FACILITIES TEAM, inspect new machinery and equipment, not allowing equipment into use until its safety has been approved.
- d. Ensure that all SSOW are adhered to.
- e. Inform the FACILITIES TEAM when contractors are likely to be on site and ensure that they are familiar with Contractor's & Visitors' Policy.
- f. Carry out safety tours of their areas of responsibility and, if necessary, take appropriate action.
- g. Ensure that all employees receive appropriate Health & Safety & Training.
- h. Ensure that any hazardous substances, especially those identified in the COSHH regulations, are used in departments only when clearance, safety advice and training has been given.
- i. Ensure that risk assessments are carried out when changes in the operation require working practices to be altered in areas under their control and safe systems of work (SSOW) are adhered to.
- j. Be responsible for implementing any additional Health & Safety legislation and changes arising.
- . Arrange meetings within their area of responsibility which include Health & Safety matters.
- l. Attend consultation at staff meetings, as called by the OPERATIONS MANAGER.
- m. Make sure that contractors are aware of necessary control procedures.
- n. Ensure that all environmental rules are observed and ensure the wearing of protective equipment, where required by legislation or Company rules.

1.4 PERSONNEL / HR

The present personnel requirements are met by the in-house HR dept and ensures compliance with current employment law.

1.5 STAFF

Shall:

- a. Co-operate with management in the promotion and implementation of good safety practices as required by the Health & Safety at Work Act and all other appropriate legislation.
- b. Observe safety rules at all times and understand their individual responsibility for their own, and others, safety.
- c. Wear appropriate safety equipment as issued and required.
Use appropriate safety devices whenever their use is required by legislation or defined under the Company Health & Safety Policy.

- d. Conform to all safety instructions given by Management and others with responsibility for Health & Safety including safe systems of work (SSOW).
- e. Report all accidents and damage or near miss, whether persons are injured or not, and complete the department accident or incident report forms. Report any defects on equipment to their immediate Supervisors and make any suggestions to improve Health & Safety in the Company to their Supervisor.
- f. Where necessary, play an active part in the Risk Assessment Process and upholding good Health & Safety practise.

1.6 ANY OTHER PERSON ON THE COMPANY PREMISES

Shall:

- a. Observe the Company safety rules and instructions given by persons enforcing the Company Health & Safety Policy.
- b. Young persons (under 18 years of age) must be protected from any risk to their Health & Safety which are a consequence of their lack of experience or absence of awareness of existing or potential risks. A separate Risk Assessment will be undertaken.

1.7 MAINTENANCE OF SAFE WORKING CONDITIONS

Inspections of Workplace

1. The Supervisors will carry out **ad hoc** inspections of any department, including the tenants' buildings, to see that high standards of service are maintained. These will generally be at least once every month.
2.
 - a. Housekeeping inspections will be carried out at frequent intervals by the Supervisor.
 - b. Ensure regular safety inspections of equipment in their areas are carried out to ensure that all guarding and safety arrangements are in order and that correct working practices are being adhered to.

2. ARRANGEMENTS

2.1 Enforcement Agencies

The enforcement agency for St James Facilities Management is the Local Authority Environmental Health Officer.

Any site visit carried out by the Statutory Inspectors shall be co-ordinated with the full co-operation of the Facilities Manager and any recommendations carried out as soon as reasonably practicable.

2.2 Risk Assessments

Generic risk assessments will be carried out by the Supervisors. Any **risk assessment** carried out will be **recorded, reviewed and monitored** as necessary. Any immediate action the Supervisors will liaise with the Facilities Manager, who will be informed accordingly.

2.3 Training

Facilities Team are responsible for maintaining training records and ensuring that appropriate training is provided for employees, these records are kept in personnel files.

Training needs may be identified in the risk assessment process, i.e. manual handling training, COSHH etc. If employees feel they need training in a specific area, they should make a request to their immediate supervisor.

2.4 Company Premises

Those working on the company's premises will ensure a **safe environment**, in that desks, storage, filing cabinets, chairs, lighting, electric power cables, heating and any other item or object that could cause harm are kept, maintained and used in a safe manner. **All gangways**

leading to fire exits are to be kept clear and free of obstruction. Customers are allowed in designated areas only and must be accompanied at all times.

2.5 Accident Reporting

Supervisors must be notified immediately if an accident or near miss occurs at work.

Accident forms to be completed and returned to the Facilities Manager via the person in charge of the site where they are working.

All investigations must be undertaken by the person's Supervisors and control measures instigated. Reporting of any event required under **Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)**

This report will be made online through the website: www.riddor.gov.uk

Alternatively by telephone: 0845 300 9923 in the case of a fatality

An Accident Book will be maintained, kept in main Security office and monitored.

2.6 First Aid

The Company does have trained First Aiders. The appointed person/s to take charge in the event of an accident or sudden illness on the Company premises is a Cleaning Supervisor or Jarrold Security Officers.

If opened the first aid box needs to be restocked.

2.7 Fire Prevention

All staff have a duty to conduct their operations in such a way as to minimise the risk of fire. This involves keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials. Any potential fire hazards should be reported immediately to the Supervisor.

Escape routes and emergency exits must never be locked, blocked or used as storage space.

2.8 Emergency Action Plan

In the event of fire or other emergency, .e.g .bomb alert etc, the member of staff discovering the emergency shall immediately alert other employees and visitors to the emergency.

The appropriate emergency service is to be called (**999**). A Supervisor is responsible for undertaking the call and follow-up. Immediate evacuation must take place; do not stop to collect belongings. Assist any disabled person to evacuate the area without endangering your life.

Assemble away from the building at the designated assembly point. Do not return to your place of work unless authorised to do so by a member of line management. Do not leave the area unless told to do so.

In the event of a minor fire, employees trained in the use of **fire extinguishers** may attempt to put out the fire, using the correct type of extinguisher. Providing they do not block their escape route or put themselves at risk.

Emergency drills will take place annually and a record kept at the local offices.

Fire extinguishers are serviced annually at the Whitefriars site.

Fire evacuation

The emergency action plan when working on another persons site will be explained by your immediate supervisor.

2.9 Asbestos

Asbestos is likely to be present in buildings constructed or refurbished before 1984. Contact Supervisors if you see any suspected asbestos deterioration in the areas you are working, so that a specialist assessment can be made.

2.10 COSHH

Staff using substances hazardous to health (**COSHH 2002**) shall be made aware of the possible risks to health from these substances.

This information is available through **COSHH** assessments. A hazardous substance can be defined as materials or substances, which are toxic, very toxic, corrosive or irritant.

Assessment of all chemicals used is kept at the Whitefriars office and each location as appropriate.

2.11 Display Screen Equipment (DSE)

Any staff employed to use display screen equipment shall be made aware of the **Health & Safety (Display Screen Equipment) Regulations**, policy as attached, as well as a DSE self assessment.

2.12 Electrical Safety

All portable electrical appliances including site equipment will be tested at least once a year (as specified in the relevant portable electrical testing regulations). To ensure that they are in good condition, users will check leads and plugs. A record will be kept of all PAT testing.

All faulty electrical equipment will be immediately withdrawn from use and referred to your Supervisor for repair by competent person, or replaced as necessary. **Operations Manager has the list of all portable equipment.**

2.13 Manual Handling Operations

All staff will be trained in manual handling as in the **Manual Handling Operations Regulations**. **Generic manual handling assessments will be undertaken.** Your Supervisor will assess you individually while undertaking the job

2.14 Noise

Where **noise levels** in the workplace are likely to exceed 85dbA it is mandatory that employees are recommended to wear hearing protection supplied by employers. (**Noise at Work Regulations**). If in doubt as to noise levels, arrange for a noise assessment to be carried out. Other control measures should be explored before resorting to PPE.

2.15 Personal Protective Equipment

All personal protective equipment that is supplied to staff shall be kept in a clean condition. Any defects must be reported to the employer, who will arrange for immediate replacement. Assessment, together with list of who has what type of equipment, is undertaken.

PPE is issued for the personal safety of staff and should be available for use at all times. All staff will sign a document stating that they have been issued with general PPE.

2.16 Provision and Use of Work Equipment

If equipment provided by the employer is damaged or faulty the employee is responsible for returning the equipment to the employer for replacement. (**PUWER 1998**). If the equipment is lost or damaged through negligence, there is an onus on the employee to report such loss or damage immediately.

Welfare facilities

- 2.17** You will be advised by your supervisor if you are entitled to a break. There are tea and coffee making facilities available for you to make yourself a drink. There is also a water dispensing machine, which is serviced regularly. When on a customer's premises on site when you take a lunch break, you must come back to the Cleaner's eating area. A microwave and fridge are also there for to use. You can use the Customer's toilets/washing facilities, and they all agree to you using water from the dispensing machines, along with tea and coffee. At St James Mill there is a toilet and washing facilities. Ask your supervisor if unsure.
Alcohol is not permitted on the premises.

2.18 Procurement of Materials and Contractors

Anyone within the Company who buys materials or hires contractors, must ensure that they have read and fully understand the Company Health & Safety policy.
All materials and equipment purchased for the Company are to meet the standards required by the Company Policy.
All suppliers are asked to provide full information on any hazards associated with the equipment or materials supplied and any precautions required. This information must then be passed on to the relevant operatives.

2.19 Violence/Personal Safety

So as to avoid violence and aggression from members of the public or fellow employees, all staff should avoid getting into a confrontational situation. Always remain polite, and retreat from situations that are potentially dangerous. Report any incidents to the Supervisor and/or Facilities Team, who may call the police, if it is considered necessary. Violence at work is reportable under RIDDOR.

2.20 Working at Height (including step ladders)

Suitable and effective measures shall be taken when access is required to prevent a staff member falling a distance likely to cause personal injury.
The company has a list of ladders and steps on site. This is retained by the Supervisors.

2.21 Driving on Company business

Please consult the attached document for full driving policy. Only authorised persons are allowed to drive the Company van.

2.22 Working Hours

Continuous, uninterrupted periods of work result in tiredness, stress and loss of concentration and attention.

Working more than 48 hours per 7- day week must not be exceeded, unless the employee has given written agreement to do so.

Nobody may work for more than 11 days without a complete 24-hour break. Nobody may work for more than 17 hours in a single shift (Security only). The definition of work here includes office and site work, packing and unpacking of equipment and driving for business purposes.

2.23 Sharps (Discarded Needles)

Action to be taken if a discarded needle (sharp) is found or one is reported:

- Do not touch the sharp or syringe with your bare hands.
- Contact the customer or site Supervisor for safe disposal.
- Children, persons at risk and animals must be kept away from the affected area until the sharp has been removed.

At sites that have Security, inform the Security Officer.

2.24 General Site Hazards

Some general site hazards which staff may encounter in their working area and should be aware of, so as to avoid harm, are:

1. Site tidiness
2. Stairs
3. Trip hazards
4. Cleaning products
5. Working at heights
6. Electricity
7. Asbestos
8. General public

3 LEGISLATION

The following legislation is relevant to this company:

THE HEALTH & SAFETY AT WORK ETC. ACT 1974

THE MANAGEMENT OF HEALTH & SAFETY AT WORK REGULATIONS

MANUAL HANDLING OPERATIONS REGULATIONS

POWER 1998

HEALTH & SAFETY (DISPLAY SCREEN EQUIPMENT) REGULATIONS

WORKPLACE (HEALTH, SAFETY AND WELFARE) REGULATIONS 1992 (as amended)

PERSONAL PROTECTIVE EQUIPMENT AT WORK REGULATIONS

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (R.I.D.D.O.R)

ELECTRICITY AT WORK REGULATIONS

Control of Asbestos at Work Regulations 2002

THE CONSTRUCTION (DESIGN AND MANAGEMENT) REGULATIONS

HEALTH & SAFETY (SAFETY SIGNS & SIGNALS) REGULATIONS

NOISE AT WORK REGULATIONS

HEALTH & SAFETY (FIRST AID) REGULATIONS

REGULATORY REFORM (Fire safety) Order

HEALTH & SAFETY (CONSULTATION WITH EMPLOYEES) REGULATIONS 1996

THE SMOKE FREE (GENERAL PROVISION) REGS. 2007