OPERATIONAL POLICY AND PROCEDURE

Overview - Managing Risk

- Contractors Policy
- COSHH Policy
- Safety Inspections Policy
- Working at Heights
- Working with Electricity
- Lone Workers Policy
- Employing Young Persons
- New and Expectant Mothers Risk Assessment
- Risk Assessment Policy
- Performing a General Risk Assessment
- Performing a Specific Risk Assessment
Contractors Policy

1. Company responsibility

• Any Company representative bringing a Contractor on site must ensure that they are aware of any statutory requirements and any appropriate company rules

• The contractor must conform to all such requirements

2. Contractor rules - introduction

• Joules requires persons employed on our premises to be able to carry out their duties under conditions least likely to lead to accidents to themselves or others

• Adequate supervision plays an important part in safe working

• It must be clearly understood that the observance of these rules in no way relieves contractors of their legal obligation and responsibilities

• Contractors must make sure that these rules are made known to, and understood by their representatives, workmen and sub contractors who must co-operate fully with the our safety policies at all times
Contractors Policy

3. Permission to commence work

- No work may be commenced by Contractor’s employees or sub contractors on Joules premises without authorisation from Head Office.
- The use of welding equipment and metal cutting torches, or any other naked flame, spark or smoke producing equipment must be authorised by Head Office.
- The area should be cleared of all flammable materials where reasonably practicable or steps taken to protect the material from the heat and sparks and appropriate fire fighting equipment must be immediately to hand.

4. Electrical Safety

- All electrical work and work involving the use of electrical tools and equipment shall be carried out in accordance with the Health and Safety at Work Act, Electricity at Work 1989 Regulations.
5. Reporting of accidents

- Joules investigates all accidents and expects the co-operation of Contractors and their employees and sub contractors to ascertain the true cause to try to prevent a recurrence.

- All accidents must be reported to the Health & Safety Manager at Head Office by the Duty Manager.

- The Contractor has a responsibility to notify the Enforcing Authority and Joules in respect of injuries and dangerous occurrences.

6. Personal Protective Equipment (PPE)

- The contractor and sub contractors must provide suitable equipment including that required by regulation for their colleagues.

- Some suggested areas of protective equipment required are:
  - Safety helmet
  - Eye protection
  - Hearing protection
  - Respiratory protection (suitable for the risk)
  - Gloves
  - Safety footwear and clothing against inclement weather, excessive heat or cold, hot substances, poisonous and corrosive materials.
Contractors Policy

7. Working on roofs

- It is essential that extreme care is taken by anyone having to obtain access for whatever cause.
- Nobody is permitted to go on to these areas without first obtaining permission from Head Office.

8. Liability

- No permission or consent under these rules shall in any way relieve the Contractor of his liability for accidents, injury or damage.
COSHH Policy

1. Only purchase approved non COSHH products
   - It is Company policy to examine all substances introduced into the workplace with a view to ensuring that only the least hazardous requisite to the task being carried out is used.
   - Policy on this matter is centred upon only purchasing such materials (via Staples) to reduce the hazard to the lowest possible hazard level.

2. Managing exceptions to this rule
   - Before any new substance is introduced the Health and Safety information will be reviewed centrally.
   - An assessment will be carried out by the Health and Safety Manager and the information issued to the relevant departments.
   - If on any rare occasion it is found necessary to purchase a substance locally such as a cleaning aid that is not supplied it is first necessary to clear the purchase with The Health and Safety Manager and upon purchase the store should be asked for a data sheet which by law they are bound to supply.
1. Legislation

- All equipment coming within the scope of the Provision and use of Work Equipment Regulations 1998 (PUWER), the Lifting Operation and Lifting Equipment Regulations 1998 (LOLER), and The electrical safety regulations must be catalogued, tested following purchase and commissioning, and thereafter maintained, tested and results recorded.

2. Statutory/Annual Inspections

Statutory Inspections

- The records and statutory registers are maintained by Health & Safety Manager who advise departments responsible for the equipment to ensure compliance with the specified period.

Annual Inspections:

- Steam and air receivers
- Boilers
- Pressure vessels
- Exhaust ventilation systems
- Fire explosion control systems
- Emergency alarms
- Legionella water treatments
- Provision and use of work equipment
- Lifting equipment
- Portable Electrical Equipment
Safety Inspections Policy

3. Weekly Inspections

• Each Duty Manager should carry out the following checks on a weekly basis:
  
  – Condition of safety devices
  
  – Condition of protective equipment
  
  – Walkways and housekeeping generally, including stockrooms and local emergency exits
  
  – Hand tools and work equipment generally

4. Electrical Systems & Equipment

Portable Appliances

• All employees will be shown how to carry out a visual inspection of electrical equipment and are requested to do so before using any portable appliance

• Visual tests as well as formal tests and inspections will be carried out by appointed electricians and/or specialist contractors in line with current HSE Guidelines
5. Reporting Faults

• Employees should report any faulty equipment to their supervisor and any repairs must be carried out by a competent person i.e. a trained electrician

• When equipment is hired, the correct inspection certificate should be supplied with it to ensure that adequate protection is provided for our employees
Working at Heights

1. Assess the risks and provide training

- When managing work at heights, you must ensure that:
  - each task is assessed to identify the risk and a procedure agreed that reduces the hazard - this includes carrying out a visual inspection of all equipment every time you use it
  - employees are trained
  - if annual inspection and training is not up to date equipment must not be used

2. Ensuring roof safety

- Part of the weekly Health & Safety Checks includes visually checking the flat roof
- This activity is considered hazardous and a risk assessment must be carried from the ground
- Detailed roof inspections may only be completed by the maintenance contractor
Working at Heights

3. Contractors must adhere to Joules policy

- If such work is completed by the maintenance contractor, the following standards are a minimum:
  - No contractors are permitted onto a roof labelled fragile
  - Special care must be taken to avoid skylights and areas labelled fragile
  - No contractors are permitted near the edges of the flat roof even if barriers are present

4. Contractors must adhere to Joules policy

- Where access to a gulley on the roof space is by ladder the Risk Assessment must take account of:
  - the depth of the gully
  - how far is the drop
  - what method will be used to prevents slips and falls and does hazardous material (e.g. pigeon waste) form part of the gully debris?

- Where safe and possible remove vegetation, particularly from drains, to reduce the risk of leaks
Hazards associated with working with electricity are very serious and potentially fatal.

All electrical equipment faults and inspections in the store are dealt with by maintenance contractors.

Store Managers must ensure that:

- NO employees attempt to investigate or repair defective electrical items
- Any incident/accident involving electricity is reported to Head Office immediately

1. Electricity is dangerous - contractors only!

2. Isolated defective equipment & report incidents
Lone Workers Policy

1. Policy objectives

- Joules will ensure that the need for employees to work alone is avoided wherever reasonably practicable
- For those that do work alone personal safety must be a priority at all times
- This includes ensuring that there is regular communication with a responsible person before, during and upon completion of the work

2. Examples of Lone Working

- Examples of activities that involve employees working alone are:
  - securing the store/prehises before and after opening
  - employees staying on late after closing time
  - security personnel checking closed premises
  - employees working alone in isolated areas
Employing Young Persons

1. Definition of a ‘Young Person’

- A young person is an individual who has not yet reached the age of 18, and a child is an individual under the minimum school leaving age.

- Joules will ensure (as far as is reasonably practicable) the health, safety and welfare of all employees.

- Joules will provide relevant training to all employees when they join the business.

- Persons receiving relevant training or work experience on our premises will be treated as employees under health and safety legislation.

2. Keeping Records

- In addition to the normal health and safety records, training and information given to the young person will be retained.

- The Store Manager will identify activities in which any pupils/students are to be engaged and ensure that all risks are controlled and a safe system of work implemented.
Emplooying Young Persons

3. Review any special arrangements required

- The Store Manager (liaising with the Health & Safety Manager) will determine whether any special arrangements on medical grounds need to be made (eg where a student suffers from asthma, defective colour vision or hearing impairment etc)

4. Safe systems of work will be outlined

- Young persons need to be aware of the following general rules for safeguarding their safety and the safety of others:
  - Games and practical jokes are not appropriate in the workplace
  - Work areas and gangways need to be kept tidy
  - Good hygiene and the use of barrier creams where appropriate are needed
5. Safe systems of work will be outlined

- If protective equipment and clothing is issued it should be used and kept in a good condition
- Running in the workplace is prohibited
- Safe routes must always be used
- Lifting and carrying should be completed in the correct manner and supervisors should arrange instruction and training
- The safe use of ladders requires training
- Electrical equipment should only be used according to instructions

6. Safe systems of work will be outlined

- Hazard warning signs for harmful substances need to be recognised and the instructions of the supervisor followed
- Care must be taken when handling flammable substances and smoking prohibitions must be observed
- Carelessly discarding rubbish presents a fire hazard
- Any injury must be reported to your supervisor
- Be fully aware of emergency and first aid arrangements
1. Initiating a Risk Assessment

- Once an employee has informed Joules that they are pregnant, a risk assessment for their job should be carried out.

- This will include the assessment of risks to the employee.

- The assessment will include risks affecting pregnant women and women who have recently given birth.

- It will assess all women of childbearing age in their respective roles ensuring that any employee changing roles be informed of the risk during their period of pregnancy.

2. Definition of a ‘new or expectant mother’?

- The phrase new or expectant mother means:

  - "An employee who is pregnant, who has given birth within the previous six months or is breast feeding".

- Given birth means:

  - "An employee who has delivered a living child or, after 24 weeks of pregnancy, a stillborn child."

- It is necessary that Joules makes an assessment of the work routine risk involved after being notified in writing that the individual comes within the above categories.
It is necessary that all female employees are aware of the necessity to inform their line manage as soon as their pregnancy is confirmed.

Joules has the right to request confirmation of the pregnancy from the employee’s medical practitioner.

The assessment will comprise and ensure that:

- The employee avoids all substances that come within the domain of COSHH categories.
- Wherever possible the employee avoids work practices that include:
  - Shocks and vibration
  - Manual handling
  - Excessive noise
  - Excessive stress levels
  - Ladders and heights
  - Extremes of cold and heat
  - Posture and movement (especially where Display Screen Equipment is concerned)
1. About Risk Assessments

- Risk assessments are generally carried out and recorded by a trained employee
- The result of risk assessments should be made available to all employees concerned
- Risk assessments should be kept readily available should an enforcement officer ask to see them
- A standard form has been devised and in most cases this method will be sufficient to enable the assessor to record their findings

2. Risk Assessment Requirements

- Joules must make a “suitable and sufficient” assessment of significant risks:
  - the risks to the health and safety of our employees to which they are exposed whilst they are at work
  - the risks to the health and safety of persons not in our employment arising out of or in connection with the conduct by Joules
3. Risk Assessment requirements

- Our risk assessments should:
  - identify the hazards present in the company (a hazard is defined as anything with the potential to cause harm)
  - identify “the significant risks” arising out of the work (risk being the likelihood that harm will occur and its severity)
  - assess the risks from the identified hazards taking into account existing controls
  - ensure all aspects of work activity are covered
  - address what actually happens in the workplace

4. Risk Assessment Requirements

- consider all groups of employees and others who may be affected (this includes contractors, visitors, the public etc)
- identify any groups of workers who might be particularly at risk (e.g. young or inexperienced workers, disabled persons, those who work alone, pregnant women)
- take account of existing preventative or precautionary measures
- be appropriate to the nature of the work and remain valid for a reasonable period of time.
Risk Assessment Policy

5. Reviewing Risk Assessments

- This will be done following any initial interim action and periodically as necessary to ensure that the original action still holds good.

- If the answer to both questions is NO the assessment process and action should be re-addressed.

6. Definition of a Hazard

- Joules will assess the hazard to not only employees but any others who may be affected by our undertaking.

- A ‘Hazard’ is defined as the potential to cause harm, including injury and ill health.
A "risk" is the evaluation of the chance that a hazard will cause harm and is carried out in 5 stages:

- Identify the hazards
- Decide who might be harmed
- Evaluate the risks and decide on precautions
- Record the findings and implement them
- Review the assessment and update if necessary

The process of establishing the individual ratings is a matter of the assessor’s judgement and foresight based on the knowledge that they may have and their experience of life in the workplace.
Performing a General Risk Assessment

1. Check that there is not a specific template

   Frequency - as required
   - Ensure the task to be assessed is not one covered by the pre-completed templates for specific areas
   - Contact the Health & Safety Manager at Head Office and advise them of the need to complete a Risk Assessment
   - The Health & Safety Manager will advise you of the action that is to be taken

2. Liaise with the Health & Safety Manager at HO

   - If the Health & Safety Manager advises you to complete a Risk Assessment
   - Print a blank Risk Assessment Form Template
   - Use the Risk Assessment Form and complete it as thoroughly as possible using the guidelines provided

   NB: If unsure, discuss each point with the Health & Safety Manager
Performing a General Risk Assessment

3. Complete the Risk Assessment template

- Complete the risk assessment on the store PC
- Email a copy of the risk assessment to the Health & Safety Manager at Head Office
- The Health & Safety Manager will contact you to discuss the next steps to be taken

4. Define the Task

TASK

The following notes should act as guidance for each section completed:

Task Covered by this Assessment

- Identify the activity being carried out
- You only need to cover those activities where you consider the possibility of the risk of harm to be medium or high
Performing a General Risk Assessment

5. Identify the Hazards

HAZARDS

- Identify the hazards associated with the work operation to be carried out and in the place where it is to be done.
- There will potentially be several different hazards associated with a single task, trivial hazards can be ignored and concentration given to significant hazards which could result in serious harm or affect several people.
- All aspects of work activity should be considered and a systematic approach adopted that deals with both routine and non-routine tasks.

6. State who might be harmed

WHO MIGHT BE HARMED?

- Consider who is at risk from the hazards identified.
- This may include team members, customers, contractors, visitors and the general public etc.
- You will also need to consider young persons and new or expectant mothers.
Performing a General Risk Assessment

7. State how they might be harmed and controls

- Consider the type of harm, injury or illness that could result from the hazard identified

- Current Control measures

- There may already be measures in place to control the risk, these should be included when assessing the level of residual risk from the hazard identified

8. Calculate the risk rating

- A calculation now needs to be carried out to determine the degree of risk by taking into account the possible severity of any harm that could be caused and the likelihood of it happening. This will result in a risk rating that will determine whether or not further action needs to be taken.

- Using the Risk Rating grid at the top of the form you must decide on the likelihood of the identified hazard causing harm; Rare to Almost Certain; and on the severity of that harm; Negligible to Severe. Using the grid to read the intersecting points of the likelihood rating against the severity the Risk Rating will be Low, Medium or High.
Performing a General Risk Assessment

9. Outline the control measures required

**CONTROL MEASURES**

- The law says that you must do what is reasonably practicable to keep both the work and the workplace safe. This means initiating control measures and precautions to eliminate or reduce risk to the lowest possible level. Two questions need to be asked here:
  - a) can I get rid of the hazard altogether?;
  - b) if not, how can I control the risks so that harm is unlikely? The control measures that you have detailed should be recorded on the form in this column.

10. Outline any additional actions that are required

**ADDITIONAL MEASURES**

- Any Control Measures identified as necessary need to be put into place as soon as practicable. The person responsible for those actions may be the person at risk from the Hazard themselves, Maintenance or some training may need to be provided. Consider who should be responsible and ensure that they know about their responsibility and when it should be completed.
Performing a General Risk Assessment

11. Record and review the findings

- By fully completing the Risk Assessment form you have completed the record.
- Risk assessment is much more than just completing and form.
- The assessment should be both suitable and sufficient.
- The information relating to the risk assessment, such as control measures, need to be brought to the attention of all of the people that may be involved in the work process.

12. Communicate the findings

- Consider giving all these people a copy of the form and keeping a record of signatures of acceptance.
- Ensure that the control measures have been put in place and date the form when completed.
- In some instances the assessments may need to be reviewed and updated.
- This is particularly relevant if new hazards are encountered or if the work process or venue changes.
Performing a General Risk Assessment

13. Review!

- This does not have to be done for every trivial change.

- It is considered to be good practice to review assessments from time to time to ensure that any precautions put in place are still working effectively.

- Keeping copies will help to show that you have done what the law requires.

- These may play an important part of an investigation should an accident occur.

- Such documents may also need to be disclosed in the event of any action for civil liability.
Performing a Specific Risk Assessment

1. Check that there is a specific template
   - Print a Specific Risk Assessment Form
   - Use the Specific Risk Assessment Form and complete it as thoroughly as possible using the guidelines provided
   - NB: The pre-completed Specific Risk Assessment Form lists the main hazards to be considered when assessing a Specific Task

2. Liaise with the Health & Safety Manager at HO
   - There also may be issues particular to location of the task which can be added
   - NB: If unsure, discuss each point with the Health & Safety Manager
   - Review the template and ensure that all hazards have been accounted for and any hazards not relevant have been removed
Performing a Specific Risk Assessment

3. Complete the Risk Assessment Template
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