

Health & Safety Policy Document

Produced by: Rick Jones

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PART 1

General Statement of Intent

Our policy is to provide and maintain safe and healthy working conditions for all our employees, and to provide such information, training and supervision, as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out below.

This policy will be kept up to date, particularly as the business changes in nature or size. To ensure this, the policy and the way in which it has operated will be reviewed annually, unless there is reason to review it on a more frequent basis.

Signed

RW Jones

Rick Jones
Managing Director

Date: 1st May 2009

1. Levels of Responsibility

- a) Overall and final responsibility for Health and Safety in the company is that of Rick Jones, Managing Director
- b) Michelle Jones as HR Manager is responsible as his deputy and will ensure that adequate procedures are in place, that appropriate H&S information and training is made available to the company and the employees and that all accidents are investigated and reported to the inspecting authority as appropriate.
- c) Peter Albany as Operations Coordinator is responsible for the safety of the company's fleet of vehicles and for ensuring all electrical equipment and tools are regularly serviced in line with manufacturers recommendations. However, all drivers (including forklift operators) are responsible for ensuring defects are reported following the agreed procedures for doing so.
- d) Peter Albany as Operations Coordinator is responsible for the safety of the company's warehouses.

The company also has a Safety Committee, members are:

Michelle Jones
Peter Albany
Duncan Earnshaw

PART 2

The Safety Policy Statement

1. Exact Moves has always given priority to the maintenance of high standard of the health and safety and welfare of its employees. Exact Moves will comply with the Health and Safety at Work Act 1974 and all its statutory provisions. All members of staff and contractors are required to assist in this aim.
2. Every employee, contractor or temporary employee is required by the Health and Safety at Work Act while at work:
 - To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
 - To co-operate with their superiors and any other person so far as is necessary to enable them to comply with the safety duty or requirement.
 - Not to intentionally or recklessly interfere with or misuse anything provided in the interests of Health and Safety.
3. It is a fundamental principle of Exact Moves policy that personnel in charge of operations, training or routine work are responsible for ensuring that so far as is reasonably practicable, safe methods and environmental conditions exist in their area of responsibility. The act does not require that all hazardous activities at work be stopped, but only that adequate precautions be taken to safeguard the health and welfare of those engaged in them and that others, including those not employed by Exact Moves, are not placed at risk by these activities.
4. The overall responsibility for the Health and Safety at Work Act of personnel at Exact Moves remains with the Company Health and Safety Officer (CHSO). Responsibilities and terms of reference are contained in Part II of this policy statement. All personnel are expected to assist the CHSO by informing him directly of any incident, practice or occurrence that is a real or potential hazard to health, safety and welfare of any member of the establishment or other person visiting.

PART 3

Statement Regarding Personal Responsibilities

To ensure the successful implementation of the policy, the persons named below have the following outline responsibilities:

- Director** The publication, revision and effective implementation of the Company Safety Policy.
- Directly and by monitored delegation, ensure that the areas for which they are responsible are run in accordance with the Policy and that all board decisions are made with due regard to the practical requirements of industrial health and safety.
- To ensure that the advice given to their functions is fully consistent with the Company Safety Policy.
- Managers** The overall responsibility for compliance with the Company Safety Policy and the requirements of safety legislation for the area under their control, ensuring that decisions made are consistent with the policy and that adequate arrangements have been made for the implementation and maintenance of these decisions by monitoring the safety performance in the areas under their control.
- Supervisors** Devise, implement and maintain safe systems of work and ensure that the areas for which they are responsible are run in accordance with those systems.
- Personnel** Shall comply with the company's safe systems of work and to exercise a regard for their own safety and the safety of those affected by their activities or omissions.

PART 4

Organisation and Arrangements

Responsibilities;

1. All managers are responsible for the health, safety and welfare at work of all personnel under their control. In particular, they are to ensure that:
 - i) All statutory regulations such as control of substances to health (COSHH), electricity at work etc, applicable to their areas of responsibility are implemented and complied with.
 - ii) All personnel are adequately trained in the safety precautions to be observed when undertaking their duties.
 - iii) Information on the possible hazards and the safety precautions to be observed is readily available with warning notices displayed where necessary.
 - iv) Accident reporting and investigation procedures are adequate and are properly observed.
 - v) If a first aid kit has been approved for use in their area of control by the operations department, it is properly maintained and regularly checked and that an approved accident record book is kept with it and accidents properly recorded.
 - vi) Personnel are aware of any practise in fire and emergency evacuation drills and know the location of first aid fire fighting appliances and fire types on which they can be used.
 - vii) That the health and safety policy is brought to the attention of all employees, permanent and temporary.
 - viii) A safety co-ordinator is appointed to affect health and safety matters within their area of responsibility and act as a focal point for liaison with the CHSO.

Contractors Working Parties and Manufacturers Representatives

2. In addition to the general statement, the operations department is to ensure that as far as is reasonably practicable that any premises where contractor's working parties or manufacturers representatives are carrying out their duties are safe and free from hazards to health. This does not in

any way alter or relieve the statutory requirements of the contractor or manufacturer towards its own employees.

Appointment of Health and Safety Officer

3. The CHSO is responsible for ensuring that as regards health and safety, the company is both aware of and satisfies its statutory obligations (and any relevant codes of practise recommended) under the Health and Safety at Work Act and that the objectives of the company's Health and Safety policy are effectively achieved.
4. None of the duties imposed on the CHSO is in any way to be construed as duplicating or modifying the full responsibilities of line management for health and safety matters. The primary responsibility for all health and safety matters remains with all levels of management and supervision within the company and with all individual employees.
5. The duties and responsibilities of the CHSO are shown in Part 4 of this document.

Procedure for Handling Health and Safety Problems

6. Health and safety problems are normally to be raised in the first instance by employees with the immediate supervisor or manager involved. If the issue cannot subsequently be resolved to the satisfaction of the personnel involved, it should be raised with the CHSO for resolution of the problem.
7. The above arrangement does not affect the rights of employees under the Health and Safety at Work Act 1974 to seek advice and assistance from the local staff of the Health and Safety Executive. However, existence of the internal procedure should normally make such a course of action unnecessary.

Policy Monitoring

8. The Health and Safety at Work Act 1974 requires that the policy statement should be revised as often as may be appropriate. Monitoring by senior management will assess firstly whether the policy as stated is being effectively pursued. Senior management will review progress and make any modifications that become necessary in the light of experience.

Health and Safety Information

9. The CHSO is to ensure that publications concerning health and safety at work are available for reference and that information on health and safety matters is displayed on the relevant notice boards.

The General Arrangements of Health and Safety

Introduction

1. Exact Moves have always attached great importance to the health and safety and welfare of employees and this continues to be its policy. Exact Moves regards the promotion of health and safety measures as a mutual objective for management and employees at all levels.
2. Exact Moves will care for the health and safety of working personnel, as far as is reasonably practicable by providing inter-alia:
 - i) Safe facilities, plant, equipment and machinery.
 - ii) Safe systems of work.
 - iii) Safe and healthy places of work with safe areas and egress.
 - iv) Occupational health and safety services.
 - v) Necessary safety devices and PPE including instructions in their use.
 - vi) Information and instructions for the Health and Safety at Work Act 1974 and matters relating to health and safety.
 - vii) Training of personnel to ensure they may be competent to carry out their tasks safely.

Training of Personnel

3. It is intended that all personnel will receive training and briefing as necessary on health and safety matters.
4. Any manager, who considers there is a need for an individual or indeed his section to receive training in the requirements of the health and safety act in relation to a new system of work, is to advise the CHSO in writing of the details of the requirements.

Fire Procedures

Each department has designated Fire Marshals who have been trained in evacuation procedure. All employees should ensure that they familiarise themselves with these procedures and if uncertain about any aspect of them they should consult either a Fire Marshall or their line manager. Fire drills are held on a regular basis.

Medical Care

Certain employees of the company have been trained in first aid. Each first aid box is to have with it an Accident Record Book. First aid boxes will be regularly inspected by the CHSO.

Accidents

In all cases of accidents, the appropriate first aid is to be rendered immediately. The CHSO is to be informed. Fire services or ambulances are to be called if required and rescue attempted if necessary.

Immediately after an accident, a preliminary report is to be prepared of the circumstances and is to include details of cause, damage experienced and injuries to casualties. Formal reporting action as necessary is then to be initiated as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The responsibility for reporting to meet RIDDOR requirements are that of the CHSO who will retain copies of the HSE forms 2508/2503A.

Noise

The requirements of the Noise at Work Regulations 1989 are to be complied with. Personnel exposed to high noise producer activities or machinery are to wear ear defenders. Medical advice is to be obtained if in doubt as to the advisability of the use of ear protection. Those personnel working in areas of high levels of noise are required to have annual hearing checks.

Working Conditions

All efforts are to be made to maintain safe, comfortable and correctly controlled working conditions. Use is to be made of all available personal protective equipment (PPE) if required.

Warning of Hazards

All recognised hazards are subject to warning notices. Full attention is to be given to such notices and contravention of these may be subject to disciplinary action and will form part of the investigations in the case of accidents. Responsibility for safe working is dual, both the individual worker and the supervisor are required to act responsibly. Suggestions for warning of hazards are to be made through immediate supervisors.

Electricity at Work

The requirements of the Electricity at Work Regulations 1989 are to be fully complied with.

Provision and Use of Safety Equipment

Provision of all PPE, fire fighting equipment, rescue aids, resuscitative equipment, first aid equipment etc, is to be available for all working areas

as necessary. Employees and contractor workers are to use such equipment and any other protective equipment and clothing as is provided.

New Equipment

All employees are to be made thoroughly conversant with the manner of operations associated with any new equipment before use. If necessary, advice on the health and safety aspect of new equipment can be sought from the CHSO.

Dermatitis

Industrial Dermatitis can result from contamination with oil, greases and some fluids. Full use is to be made of barrier cream and protective gloves as appropriate in all working areas to prevent such contact.

Machinery and Tools

All machinery is to be kept serviceable and tools sharpened and reconditioned regularly. No defective items are to be used.

Storage of Hazardous Items

All items that could cause a fire hazard or use of a toxic nature are to be stored in correct containers and properly labelled in accordance with current regulations.

Office Accommodation

All office accommodation is to be kept clear of waste paper and floor hazards. In particular, cables to telephones, computers and general office equipment are to be properly stored or channelled correctly through workstation cable management systems as appropriate. VDU operators and other affected staff are to be fully conversant with the statutory regulations with regards the use of computing equipment.

PART 5

Responsibilities of the Company Health and Safety Officer

The CHSO is responsible for:

- a) Preparing Exact Moves Health and Safety Policy Statement to meet all statutory requirements of the Health and Safety at Work Act and associated procedures for achieving this policy.
- b) Advising and assisting line management in the achievement and maintenance of all appropriate areas as safe and healthy places of work in conjunction with medical services and other specialist staff.
- c) Via a programme of systematic and planned safety surveys, monitoring implementation of the Policy Statement, defined above and ensuring that prompt, effective action is taken by line management. Where necessary, outstanding action is to be brought to the attention of the operations department.
- d) Monitoring the recording of statutory inspections and assessments, e.g.; COSHH, lifting equipment etc.
- e) Monitoring the effectiveness of the Health and Safety Policy Statement with respect to accidents, incidents and occupational disease or illness.
- f) Advising operations management of health and safety trends and proposing action programmes and plans to minimise occurrences of all types.
- g) Liaising with client CHSO where necessary on health and safety matters relating to works services.
- h) Investigating complaints from personnel relating to health and safety at work matters in liaison with line management.
- i) Advising of specific health and safety elements for new starter induction courses and other training programmes.
- j) Investigating an accident and resulting injury, dangerous occurrences or reported hazard and ensuring that the statutory reporting and recording obligations are properly satisfied and the necessary remedial action taken.
- k) Receipt and dissemination of safety information and publicity etc.

- l) Investigating specific health and safety problems as requested and reporting results and planned remedial action.
- m) Liaising with the Health and Safety Executive (HSE), and acting as escort for visiting inspectors.

PART 6

Specific Arrangements for Health and Safety at Client/Third Party Premises

1. Introduction

Exact Moves recognise the hazards associated with commercial and industrial removal activities. Accordingly, the CHSO is responsible for ensuring that hazards and potential hazards associated with the companies core activities at client or third party premises are assessed and documented and, in particular, considers the potential acts and omissions with regards the welfare of others.

2. Risk Assessment

The CHSO, or competent person, is required to carry out a health and safety survey of all sites where Exact Moves personnel are to be deployed and to complete risk assessment documentation. Copies of all documentation are retained in the project file and in the operations room

Senior operative personnel involved with the project will be fully briefed with regards all identified hazards and corrective procedures and safe working practises particularly those of a unique or non-generic nature.

Primary areas of consideration where working practises are not considered generic include:

- a) The degree of man handling or carrying required particularly when this involves excessive stair work.
- b) Adequate provision and use of both mechanical and manual plant and handling equipment.
- c) The type and degree of PPE required.
- d) Anticipated level of third parties likely to be present whilst the removal works are in progress.
- e) The type and suitability of floor surfaces.
- f) Lift load assessment in relation to plated weight and lift tolerance.
- g) Control of substances hazardous to health (COSHH).
- h) Acts and omissions.
- i) Site welfare and emergency facilities.

j) Client's own health and safety regulations.

The purpose of the risk assessment is to:

- a) Correctly and accurately identify a hazard(s).
- b) Determine the likelihood of injury or harm arising.
- c) Generalise on inconsequential and trivial risks normally associated with life in general.
- d) Quantify the severity of the consequences and the number of people who may be affected.
- e) Take into account existing control measures.
- f) Identify any specific legal obligation relating to the hazard.
- g) Provide sufficient information to enable the company to decide upon appropriate control measures and taking into account the latest scientific developments.
- h) Enable the company to prioritise remedial measures.

The risk assessment is not duplicated in order to satisfy an identical requirement under a different set of regulations. An assessment is reviewed as necessary and, in particular, when there is a significant change in working practise in the light of subsequent experience. Periodic review and monitoring is necessary to ensure that control measures are being used and are effective.

Emphasis is always placed on those risks that present the greatest perceived severity. Unless circumstances dictate to the contrary, trivial or inconsequential risks are generally categorised as "everyday risks associated with life in general."

Generic risks are those normally associated with the service provided and are repetitive in nature, e.g. lifting and carrying, etc,. Generic assessments account for the majority of hazards that arise during the course of a removal but may require modification to cater for individual circumstances.

Risk ratings are applied wherever necessary scoring the effect of the hazard as Low, Medium or High. A similar rating system is used to determine the likelihood of harm/injury. The company recognises its general duty of care to minimise and negate risk so far as is reasonably practicable.

3. Manual Handling

Unless site-working conditions determine otherwise, manual handling techniques are generic and identified by:

- i) Task
- ii) Load
- iii) Working environment
- iv) Individual capability

The Task

- a) **Holding or handling loads away from the body** – The risk of injury is reduced where the load is held close to the body and where the weight is within the centre of gravity of the user.
- b) **Awkward movements or awkward posture such as twisting the trunk, stooping or reaching upwards** – The risk of injury is increased where the handler is unable to gain a secure footing and evenly distribute body weight. Stress on the back is significantly increased by twisting the trunk, particularly whilst supporting a load. Reaching upwards impose additional stresses and renders a load more difficult to control.
- c) **Excessive lifting or lowering distances or excessive carrying distances** – The risk of injury is increased where loads have to be lifted from below knuckle height while standing. A load that has to be lifted from, or to, a height above the shoulder will also present an increased risk. Where a load has to be carried over a distance in excess of 10 metres, the physical demands of carrying are likely to outweigh those of lifting and lowering the load.
- d) **Pushing or pulling action** – Presents an increase of risk where the force is exerted below knuckle height or above shoulder height.
- e) **Risk of sudden movement of load** – When the load suddenly moves there is increased physical strain and the risk of losing balance.
- f) **Frequent or prolonged physical efforts** – Where handling of a reasonably modest load is carried out frequently there is a risk of fatigue and of cumulative strain injuries.
- g) **Insufficient time for workers to rest and recover** – Rest and recovery periods should be taken to prevent the onset of fatigue rather than to aid recovery. Set break times are not always appropriate and workers should have as much discretion over rest breaks as possible.

- h) A work rate imposed by a process** – Where the handler has no control over the work rate, the risk of fatigue and subsequent injury is significantly increased.

The Load

- a) Heavy** – The weight of the load is a significant factor but one that must be looked at in conjunction with all the other elements of the assessment.
- b) Bulky, unwieldy or difficult to grasp** – There will be a risk of dropping the load with subsequent injury to the handler and damage to the load. Some loads may require handling by more than one person and in such cases a foreman should co-ordinate movements.
- c) Unstable or with contents that may shift** – Where the contents of a load shifts there may be injury caused by stresses imposed upon the body.
- d) Hot, cold, slippery, sharp and otherwise potentially damaging to hold** – Appropriate PPE should be readily available. In addition to gloves, there may be a need for other protective clothing.

The Working Environment

- a) Space limitations that prevent good posture** - Loads that have to be handled in restricted spaces may impose adoption of unsuitable posture. Where there is inadequate headroom the operative will be obliged to stoop – a known risk factor.
- b) Slippery, uneven or unstable floors or surfaces** – Some floors may be wet, in poor repair or unstable with limited weight tolerance.
- c) Variations in the level of work or floor surfaces e.g. stairs/slopes** – Carrying a load up or down a slope or staircase will increase fatigue. The load may impede visibility and make the operative more susceptible to tripping.
- d) Unusually low or high temperatures or extremes of humidity** – Grip, dexterity and the speed of reaction are all reduced in low temperatures. High temperatures result in rapid fatigue and perspiration can affect the ability to securely grip a load.
- e) Poor lighting conditions** – Both excessive lighting, which may cause glare and reduced lighting, will increase the likelihood of accidents occurring. Dramatic contrast variations such as when moving from a dark interior to bright sunlight may cause temporary visual confusion and render the operative to risk.

- f) **Weather problems** – Outside conditions can have a significant influence on the risk of handling activity. These risks do not only occur outdoors as adverse weather conditions may result in wet shoes or floors inside a building increasing the likelihood of trips, slips and falls.

Individual Capability

- a) There is a certain amount of self-selection for jobs involving handling of loads. The company must ensure that the task is within the ability of the operative. Physical capabilities vary with age. Teenagers and older members of staff may be more susceptible to injury, and in the case of older operatives, the recovery period is longer. The benefits of experience and mature judgement adequately compensate for declining physical ability.
- b) All operative staff undergoes an exhaustive medical examination at the company's expense bi-annually to ensure they are physically able and are graded accordingly. Physical grading indicates the type of work each operative is physically able to complete:

- PF1** Suitable for all types of removal work.
PF2 Suitable for average lifting, pulling, pushing, stretching.
PF3 Suitable for below average lifting, pulling, pushing, stretching.
PF4 Suitable for light duties only.

Control of Substances Hazardous to Health (COSHH)

Office Removals

Within the scope of the company's core operations, office removals, the company's operatives are not normally exposed to substances hazardous to health. There are, however, occurrences when dust omissions through the activities of others, such as builders, are excessive and operatives must be protected from excessive exposure. In such circumstances it is the responsibility of the CHSO or competent assessor to determine:

- a) There is adequate ventilation
b) That personal respiratory equipment (PRE) is issued if necessary
c) If works can be re-programmed to avoid such dust omissions

Invariably, such conditions are not anticipated prior to removal works taking place as it is generally considered that major building works are completed prior to occupation. Senior operative staff is, therefore required to rely on judgement to determine the level of risk and manage the situation proactively.

If necessary, the CHSO is required to attend site to assess the level of exposure and evaluate the situation with the client's representative or Health

and Safety Officer. This is particularly important if the client's representatives insist on works continuing in conditions which contravene the Health and Safety at Work Act 1974.

In most cases remedial action can be taken to enable works to progress without contravention of statutes.

Laboratory and Factory Removals

Detailed COSHH survey and risk assessment must be completed by the CHSO when the company's operatives are required to remove laboratories and factories.

In addition to normal procedures, the CHSO is responsible to ensure the client's technical staffs completes all mandatory preparatory works to ensure, in particular, equipment is fully decommissioned. This will include:

- b) Decontamination of all bench top equipment and exposed laboratory furnishings.
- c) Equipment is signed off and labelled accordingly.
- d) Chemicals to be packed by the company's operatives are isolated to ensure interaction does not occur. Wet and dry chemicals must be separated.
- e) Chemicals packed by laboratory staff are correctly labelled with the appropriate hazchem label.
- f) Detailed inventory of all chemicals to be transported is issued to the company's senior member of staff detailing the chemical(s), chemical(s) symbol and quantity to be transported.
- g) All chemical packing activities carried out by the company's operatives will be supervised by a trained laboratory technician.
- h) Appropriate first aid equipment is immediately accessible within each laboratory.

The CHSO will also ensure the company's operatives are fully equipped with personal protective equipment (PPE) if not to be supplied by the client which, without exception, must include:

- Protective eye wear
- Headwear or hairnet
- White overcoat
- Disposable nitrile, PVC, PVA, latex, Kevlar gloves appropriate to the packing task.
- Shoe protectors

Additionally, the CHSO determines the type(s) of substances the operatives will be exposed to:

- Chemical
- Biological
- Carcinogenic
- Radioactive

The CHSO must satisfy himself that the laboratory or factory has adequate ventilation during the course of the company's activities and that standard ventilation equipment is fully operational whilst such activities are in progress e.g., extractor fans and fume cabinets etc, Requirements for the handling of dangerous substances and carriage of dangerous substances by road are fully detailed in the companies operations and operating procedures manual.

5. Personal Protective Equipment (PPE)

The company retains adequate stock of all general issue PPE relevant to its core activities. All equipment is secured in the PPE stores and is signed out/in by operative staff. Issues/retrievals are countersigned by stores supervisors. This enables the company to:

- Monitor degree of use
- Ensure stock levels are adequate and are maintained
- **Carry out any routine maintenance**
- Ensure equipment is not misused, abused, lost or used for non-occupational purposes.

Standard PPE for core activities retained by the company is set out overleaf together with the associated activity necessitating issue and the primary risk alleviated:

PPE Item	Activity	Risk alleviated
<i>Eye Protection (Laboratory goggles)</i>	<i>Packing/moving in laboratories Packing/moving in office with excessive building works in progress.</i>	<i>Acid/alkali deposits, corrosive/irritant substances. Prevention of excessive dust irritation/</i>
<i>Kevlar/leather gloves</i>	<i>Dismantling/reassembling metal racking</i>	<i>Cuts and abrasions</i>
<i>Disposable nitrile, PVC, PVA, neoprene, latex gloves.</i>	<i>Packing dry/wet chemicals.</i>	<i>Prevention of skin irritation, burning and penetration.</i>
<i>Safety helmets</i>	<i>Packing/moving in any environment with significant building works in progress. Working in environment with mechanical overhead lifting equipment in operation</i>	<i>Prevention of injury caused by falling objects.</i>
<i>Steel toe cap shoes/boots</i>	<i>Moving in any environment where load includes heavy objects. Moving in office environment</i>	<i>Prevention of injury to toes when positioning heavy items. Prevention of injury to feet caused by falling objects or penetration.</i>
<i>Disposable shoes/boots</i>	<i>Packing/moving in laboratory</i>	<i>Prevention of contamination</i>
<i>Reflective jacket</i>	<i>Loading vehicles at night in poorly</i>	<i>Visible to road users.</i>

	lit areas.	
PVC packing cushions	High concentration low level packing	Prevention of discomfort/internal bleeding
Disposable respiratory protective equipment (RPE)	Working in laboratories/dusty environments	Prevention of excessive inhalation of chemical/dust particles.

Information, Instruction and Training

Employees of the company are given adequate instruction, information and training in connection with:

- a) The purpose for which PPE is provided.
- b) The risks that it will protect against.
- c) The correct method of use.

All PPE supplied by the company complies with established standards in accordance with the Personal Protective Equipment (EC Directive) Regulations 1992.

6. Accidents and Dangerous Occurrences

In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), the CHSO will immediately report any dangerous occurrences to the Health & Safety Executive (HSE) or local authority, by submitting a detailed report and document F2508 within 10 days when the occurrence involves mechanical handling equipment, fatal accidents, major accidents, accidents causing more than 3 days incapacity for work.

Accident Report Book

Details of all accidents are entered in to the company's accident report book. Two separate books are maintained for:

- a) Accidents occurring at company premises
- b) Accidents occurring at clients/third party premises.

Information recorded in the accident report book includes:

- a) full name and occupation of the employee affected
- b) the nature of injury
- c) date and time of the accident / dangerous occurrence

Or if the accident does not involve an employee:

- a) full name of injured person
- b) Status, i.e., pedestrian, client, etc.
- c) nature of injury
- d) place where the accident/dangerous occurrence happened
- e) brief description of the circumstances
- f) date the accident/dangerous occurrence was first reported
- g) Method by which the report was made.

Responsibility of Employees

All employees of the company are aware of their personal obligation and duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Employees are aware that they may not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of the relevant statutory provision.

Additionally, employees are aware of their individual requirements to bring to the CHSO's attention any situation that the employee considers to be of serious or imminent danger, and perceive any shortcomings in the company's health and safety arrangements.

7. First Aid

Basic first aid training is a fundamental requirement of specified position holders and the company ensures all new employees receive basic first aid training within 6 months of their employment commencing.

Basic first aid training is supplied by:

St Johns Ambulance
Albert Road
Romford
Essex
RM1

Basic first aid training is compulsory for the following position holders:

- a) Operations Coordinator(s)
- b) Operations Co-Coordinator(s)
- c) Move Manager(s)
- d) Warehouse Supervisor
- e) Senior Foreman
- f) Foreman
- g) LGV Driver(s)

The course syllabus includes:

- a) Resuscitation – heart attack / shock
- b) Burns
- c) Bleeding
- d) Fractures – arm, legs, skull, spine
- e) Epilepsy – recovery position
- f) Support slings
- g) Pressure dressings
- h) Patient care and handling

- i) Safety to the first aider
- j) Eye irrigation
- k) Personal hygiene

The ratio of basic first aiders to total employees is maintained at one in two.

8. Removal Tackle and Plant and Other Equipment

The company recognises and honours its compulsory obligation to supply all removal tackle and plant and other equipment in a clean and serviceable condition.

Storage

All equipment is secured in the tackle and plant storeroom. Warehouse staff is responsible for issue / retrieval on a daily basis. Appropriate documentation is signed by the removal foreman / senior crewmember and countersigned by the warehouse supervisor or designated warehouseman when tackle is issued and retrieved. This ensures adequate stocks are maintained and losses, if any, identified.

The foreman / senior crewmember is responsible for advising warehouse staff of damaged or faulty equipment. Such items are sent immediately to the company workshop for repair.

Maintenance

To ensure all equipment is maintained in a serviceable condition, routine servicing of all tackle and plant is carried out weekly. This process normally involves checking working parts to determine if they are sufficiently lubricated or need replacing.

With regards removal skates, this will also involve a check of the platform and rubber surface.

Accurate service records are maintained for all tackle and plant. To assist this process, each item is numbered to avoid overlooking routine maintenance of individual items. Mechanical handling equipment is electronically tested at monthly intervals. Repairs to electrical equipment are completed off site by the manufacturer or manufacturers approved service engineers.

Forklift in operation at the company's warehouses are serviced every 13 weeks by the supplier.

Forklift operators are responsible for routine maintenance and for carrying daily checks and completing appropriate documentation.

Additional arrangements for injury / accident prevention

All employees are individually responsible for ensuring that all tackle and plant and other equipment is not misused, abused or lost. Additionally, employees are individually responsible for isolating and taking faulty equipment out of commission.

Vehicles

All removal vehicles are inspected / serviced regularly at intervals of six weeks. Vehicle tail lifts are serviced regularly at intervals of 13 weeks.

Vehicle servicing history and inspection / service documentation are maintained in central operations.

On a daily basis, dedicated drivers are responsible for all routine maintenance and for carrying out daily checks on their vehicles and completing all associated documentation.

PART 7

Specific Arrangements for Health and Safety at Exact Moves Premises

1. Safety Committee

The safety committee provides a means of consultation between management and employees on health and safety matters.

- e) All employees have the responsibility to co-operate with supervisors and managers to achieve a healthy and safe workplace and to take reasonable care of themselves and others.
- f) Whenever an employee, supervisor or manager notices a health or safety problem, which they are not able to put right, they must report the details to the CHSO or their line Manager.

2. Inspections

In general, inspections and assessments of risk are carried out annually by the CHSO, HR Manager or Operations Coordinator. However, they may be carried out on a more frequent basis as part of an investigation or because changes to working practice have been implemented.

3. Accidents

- a) ALL accidents and incidents that could have led to an accident must be reported. Forms are kept in Operations by the CHSO who will carry out such investigations that are deemed appropriate and report such accidents, diseases and incidents to the inspecting authority as required.
- b) First aid boxes are sited in Reception, Operations, warehouse(s) and vehicle cabs.
- c) Eyewash is sited in the kitchen area on the ground floor.
- d) Protective latex gloves for use when dealing with diesel and oil are provided and kept in the kitchen area on the ground floor.
- e) Industrial heavy-duty gloves for use with sharp or wooden items are kept in the PPE store.
- f) Each vehicle is supplied with a first aid kit. It is the joint responsibility of the Fleet Manager and Drivers to ensure that the packs are continually replenished as items are used.
- g) Mobile phones are supplied to all foreman, drivers and fitters to summon emergency services speedily should the need arise.
- h) Trained advanced first aiders are:
 - Michelle Jones
 - Peter Albany

4. General Fire Safety

- a) The HR Manager is responsible for checking that escape routes in the office areas are kept clear at all times. The Warehouse Supervisor is responsible for ensuring that escape routes in the warehouses are kept clear and free of obstacles at all times.
- b) The Operations Coordinator is responsible for ensuring that all safety equipment is regularly maintained and that they are always in working order and that fire alarms are checked and maintained. Key holders for the alarm systems are:
 - Rick Jones Managing Director
 - Duncan Earnshaw Sales Director
 - Peter Albany Operations Coordinator
 - Michelle Jones HR Manager
- c) Fire Risk Assessments are carried out annually unless there is reason to carry them out on a more frequent basis and fire drills are arranged periodically by the HR Manager
- d) Fire Marshall's are Duncan Earnshaw and Michelle Jones. The Muster Point for All Staff is outside the main gates in Brentwood Road.

5. Occupational Health

- a) Occupational Health Services are provided to the company by Safety First Ltd. Services can be accessed through the HR Manager.
- b) Optician Services are provided to the company. Services can be accessed through the HR Manager.

6. Advice and Consultancy

- a) The health & Safety Executive can be contacted by telephoning 0541 5455 000.
- b) The London and South East Region (Inspecting Authority) can be contacted telephoning 020 7556 2100.

7. Training

- a) It is the company's intended aim to ensure all staff receives the appropriate training necessary to ensure that they are able to do their job safely. This may involve classroom learning as well as on the job training.
- b) The HR Manager is responsible for arranging training and for advising Directors on the training needs for the company.

8. Hazards

- a) All substances which could be deemed to constitute a hazard e.g. (this list contains examples and is not exhaustive) diesel, cleaning materials, engine oil, propane, French polishing materials etc. will have clear use guidelines provided by the manufacturers as well as safety data sheets. Protective equipment is provided and should be used at all times. If any member of staff is in any doubt about the safe use and handling of these hazards they should refer to Operations Management. Safety Data Sheets are kept in a file in the Operations Department.
- b) Machinery must only be used by staff members trained or qualified to use them safely. Maintenance / defect records must be kept in keeping with agreed procedures. Regular servicing will be arranged by the Fleet Manager.

9. Contractors and Visitors

- a) Contractors and visitors must be made aware of company safety procedures and must abide by them. They may not know what hazards there are and what precautions they need to take e.g.; the wearing of hard hats in the warehouses. It is the responsibility of the person they are contracted by or visiting to ensure that hazards are pointed out and precautionary measures are taken. In the event of fire it is important that the whereabouts of visitors and contractors are known.

10. Further Information

The company provides specific policies and procedures to ensure a safe and healthy workplace; these are revised on a regular basis and can be found in the following:

- a) Employee Handbook – distributed on joining or from the HR Manager.
- b) Policy Handbook – located in the staff room, Reception, Operations and HR.
- c) What to do in the event of fire – in all warehouses, Reception, Operations & stairwells.
- d) The wearing of hard hats – at the entry point of each warehouse.
- e) No smoking signs – in areas where smoking is strictly prohibited.

The company welcomes ideas and suggestions from staff on Health and Safety matters, there can be discussed with the HR Manager or a member of the Safety Committee.