



## Health and Safety Policy

**work***n***est**  
H&S

# CONTENTS

<b>1. INTRODUCTION.....</b>	<b>1</b>
<b>2. HEALTH AND SAFETY POLICY STATEMENT .....</b>	<b>5</b>
<b>2.1. ENVIRONMENTAL POLICY STATEMENT.....</b>	<b>6</b>
<b>3. ORGANISATION FOR HEALTH AND SAFETY .....</b>	<b>9</b>
<b>4. HEALTH AND SAFETY RESPONSIBILITIES.....</b>	<b>11</b>
Corporate Body .....	11
Managers .....	12
Fire Wardens.....	13
Employees .....	14
Contractors.....	15
WorkNest .....	16
HR & Governance Committee .....	17
<b>5. HEALTH AND SAFETY RULES .....</b>	<b>19</b>
General .....	20
Working Practices .....	20
Hazard / Warning Signs and Notices .....	20
Working Conditions / Environment.....	20
Protective Clothing and Equipment.....	21
Fire Precautions .....	21
Accidents .....	21
Health .....	21
Employer's Transport .....	21
Rules Covering Gross Misconduct.....	22
<b>6. ARRANGEMENTS .....</b>	<b>24</b>
Accident, Incident and Ill-Health Recording, Reporting and Investigation .....	24
Asbestos .....	26
Communication and Consultation .....	28
Contractors.....	29
Disabled Persons .....	31
Display Screen Equipment .....	32
Driving for Work.....	33
Drugs and Alcohol.....	35
Electricity.....	36
Environment.....	37
Fire.....	39
First Aid.....	40
Gas Installations and Appliances .....	41
Hazardous Substances (COSHH) .....	42
Health, Safety and Welfare.....	43
Home Working .....	44
Infection Control.....	45
Legionnaires Disease .....	47
Leptospirosis (Weil's Disease).....	49
Lifting Operations and Equipment.....	50
Lifts .....	51
Liquefied Petroleum Gas (LPG) and Compressed Gas.....	52
Lone Working.....	54
Machinery Maintenance .....	55
Manual Handling .....	56
New and Expectant Mothers.....	57
Noise.....	58
Outdoor and Peripatetic Working.....	60
Permits to Work.....	61

Personal Protective Equipment.....	62
Pressure Systems .....	63
Risk Assessment.....	64
Smoking .....	65
Stress.....	66
Training .....	67
Vibration .....	69
Violence .....	70
Visitors .....	71
Waste Management .....	72
Work At Height.....	73
Work Equipment.....	74
Workplace Transport .....	75
<b>7. RISK ASSESSMENT .....</b>	<b>79</b>
Risk Assessment.....	79
Fire Risk Assessment.....	82
<b>8. MONITORING OF HEALTH AND SAFETY .....</b>	<b>85</b>

# **INTRODUCTION**

# 1. INTRODUCTION

This Health and Safety manual has been prepared by WorkNest on our behalf and with our involvement. It contains our Health and Safety Policy as required by the Health and Safety at Work Act 1974 and it defines the way we manage the health and safety hazards and risks associated with our business, premises and activities.

Swaffham Town Council are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top.

Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards, we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

Our success in managing health and safety will be measurable and we look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme.

Based on our performance measurement in the form of accident monitoring, internal monitoring and external audits we will review our health and safety arrangements periodically and at least annually. The results of our measurement will be recorded and presented to the Board in our Annual Report.

This Policy has been created by the named consultant from WorkNest with the co-operation of our staff. They have signed the Policy to confirm that at the time of creation it is suitable, sufficient and relevant to our circumstances and operations. Our nominated responsible person has signed the Policy to confirm that it is a true reflection of the activities and operations that we undertake and the circumstances in which the Town Council operates.

Creation Date	Signed on behalf of WorkNest	Confirmed
12 <sup>th</sup> December 2022	Louise Tysall	

## POLICY REVIEW

This Health and Safety Policy will be reviewed annually by WorkNest in conjunction with our nominated responsible person.

As each review is completed it will be signed off by the consultant from WorkNest and confirmed by our nominated responsible person.

Review Date	Signed on behalf of WorkNest	Confirmed
18 <sup>th</sup> April 2024	Colin Donnelly	
11 <sup>th</sup> April 2025	Colin Donnelly	

## DOCUMENT CONTROL

The electronic copy of the Health and Safety Policy provided by WorkNest will remain the controlled copy. Where further controlled copies are required then these should be issued accordingly and added to a register of controlled copies. Any amendments made to the policy will be provided for each of the controlled copies to ensure all controlled copies in circulation remain up to date.

If uncontrolled copies of the policy are printed either in whole or part, or if uncontrolled electronic copies are issued, then these will be clearly marked as an 'UNCONTROLLED COPY'.

### Register

Copy Number or Reference	Location kept

## AMENDMENT RECORD

Any amendments made to the Health and Safety Policy will be recorded below with information on changes made.

Where significant changes are to be made which could impact on the business or our clients, we will consider the reasons for change, potential problems and how it will be implemented.

Date	Section	Ref /Title	Details of amendment made	Change made by
18 <sup>th</sup> April 24		Manual & Handbook	Change of name to Town Clerk	Colin Donnelly

## LEGISLATION

Extracts of relevant legislation are provided for ease of reference on the WorkNest webpage. Full copies of relevant legislation are available on the Office of Public Sector Information web page ([www.opsi.gov.uk](http://www.opsi.gov.uk)) and the National Archives ([www.legislation.gov.uk](http://www.legislation.gov.uk))

## GUIDANCE

Guidance on a number of health and safety issues can be accessed by logging onto the WorkNest webpage which we hope you will find useful as a quick reference source.

Should you require further advice or assistance not available here then remember that advice on any health and safety issue is available from the WorkNest advice line - **Tel: 0345 226 8393**

## FORMS

Relevant forms and templates that may be utilised can be accessed by logging onto the WorkNest webpage.

# **POLICY STATEMENTS**

## 2. HEALTH AND SAFETY POLICY STATEMENT

The management of Swaffham Town Council recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the Town Council's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

**Signed:**

**Dated:**

**Name: Helen Carrier**

**Position: Town Clerk**

## 2.1. ENVIRONMENTAL POLICY STATEMENT

The management of Swaffham Town Council recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities, the management will:

- bring this Environmental Policy Statement to the attention of all stakeholders.
- carry out regular audits of the environmental management system.
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels.
- eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with environmental issues.
- establish targets to measure the continuous improvement in our environmental performance.
- identify and manage environmental risks and hazards.
- improve the environmental efficiency of our transport and travel.
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives.
- minimise waste and increase recycling within the framework of our waste management procedures.
- only engage contractors who are able to demonstrate due regard to environmental matters.
- prevent pollution to land, air and water.
- promote environmentally responsible purchasing.
- provide adequate resources to control environmental risks arising from our work activities.
- provide suitable training to enable employees to deal with their specific areas of environmental control.
- reduce the use of water, energy and any other natural resources.
- source materials from sustainable supply, when practicable.

This Environmental Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

**Signed:**

**Dated:**

**Name: Helen Carrier**

**Position: Town Clerk**

# **ORGANISATION FOR HEALTH & SAFETY**

### **3. ORGANISATION FOR HEALTH AND SAFETY**

The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

This part of our policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements:

**Corporate Body**  
**Managers**  
**Fire Wardens**

# **HEALTH AND SAFETY RESPONSIBILITIES**

## 4. HEALTH AND SAFETY RESPONSIBILITIES

### Corporate Body

The Board has the ultimate responsibility for the health and safety of Swaffham Town Council but discharges this responsibility through the Town Clerk down to individual managers, supervisors and employees.

The Town Council has nominated the Town Clerk to have special responsibility for health and safety.

The Town Council will ensure that:

- they provide a lead in developing a positive health and safety culture throughout the organization
- all its decisions reflect its health and safety intentions.
- adequate resources are made available for the implementation of health and safety.
- they will promote the active participation of employees in improving health and safety performance.
- They will review the health and safety performance of the Town Council on an annual basis.

## **Managers**

The Managers will ensure that in their areas of control:

- they actively lead the implementation of our Health and Safety Policy
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers.
- safe systems of work are developed and implemented.
- risk assessments are completed, recorded and regularly reviewed.
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported.
- they communicate and consult with staff on health and safety issues.
- they encourage staff to report hazards and raise health and safety concerns.
- safety training for staff is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner.
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented.
- premises, plant and work equipment are maintained in a safe condition.
- statutory examinations are planned, completed and recorded.
- personal protective equipment is provided, staff instructed in its use and that records are kept.
- adequate arrangements for fire and first aid are established.
- any safety issues that cannot be dealt with are referred to the Town Clerk for action.
- welfare facilities provided are maintained in a satisfactory state.
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures.
- health surveillance is carried out and records are kept.
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures.
- health and safety notices are displayed.
- agreed safety standards are maintained particularly those relating to housekeeping.
- health and safety rules are followed by all.

## **Fire Wardens**

Fire Wardens will ensure that in their designated area of responsibility they:

- monitor the general fire safety of the area that they have been allocated to
- check corridors and walkways to ensure combustible materials are not stored there.
- monitor escape routes to see they are kept free of obstructions.
- check that fire doors are not tied, propped or wedged open.
- check that final exit doors are not obstructed.
- check that extinguishers are where they should be, and no obvious misuse or defect has occurred.

### **When the fire alarm sounds, Fire Wardens must:**

- without putting themselves at risk, sweep through their allocated area and verbally encourage staff to leave via the nearest fire escape route. Fire Wardens should aim to finish their sweep at a fire exit and should not delay their own escape unduly.
- check all accessible rooms including toilets and offices to make sure staff have evacuated the area or in case someone is waiting for assistance to evacuate. If there are signs of fire in a room (e.g., smoke coming out around the door), they should note the fact but should not enter or open the door
- if there is no immediate danger, ensure that all windows and doors are closed en-route to the fire exit.
- report to the senior manager at the fire assembly point to report any signs of fire in their area, to report if anyone is at risk and to advise if their area is clear.
- take part in any post-alarm de-briefing to identify any shortcomings in the fire evacuation procedures.

Fire Wardens are not expected to unnecessarily delay their own exit from the building or to jeopardize their own safety at any time. Fire Marshals are not expected to fight a fire or to use a fire extinguisher except to aid their own escape. However if the fire is in their area of responsibility and they are trained and competent to do so, Fire Wardens may attempt to tackle a small fire if it is safe to do so and use the appropriate extinguisher.

## **Employees**

All employees must:

- take reasonable care of their own safety.
- take reasonable care of the safety of others affected by their actions.
- observe the safety rules.
- comply with the Health and Safety Policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others.
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all equipment, safety equipment, devices and protective clothing as directed.
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others.
- maintain all equipment in good condition and report defects to their supervisor.
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor.
- report all accidents to their supervisor whether an injury is sustained or not.
- attend as requested any health and safety training course.
- observe all laid down procedures for processes, materials and substances used.
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

## **Contractors**

All contractors must:

- take reasonable care of their own safety.
- take reasonable care of the safety of others affected by their actions.
- observe the safety rules.
- submit their health and safety policy and relevant risk assessments to us for approval.
- comply with and accept our health and safety policy, if they do not have one
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others.
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all equipment, safety equipment, devices and protective clothing as directed.
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others.
- maintain all equipment in good condition and report defects to their supervisor.
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor.
- report all incidents to their supervisor and to us whether an injury is sustained or not.
- attend as requested any health and safety training course.
- observe all laid down procedures for processes, materials and substances used.
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

## **WorkNest**

WorkNest, in agreement with management, provides us with the following services:

- development of our documentation throughout the period of our contract and keeping it updated for:
  - changes in Health and Safety legislation relevant to us
  - organisational changes which affect our management system.
- a general risk assessment in the first part of the contract that forms the basis of our risk management programme and helps us plan our future actions to reduce risk.
- a consultant visits to train senior managers and to support our implementation of this Policy by:
  - assisting us to complete specific risk assessments.
  - providing further training, as agreed, on relevant agreed topics.
  - reviewing and auditing our health and safety procedures and legal compliance
  - providing advice on implementing changes and system procedures.

WorkNest is also contracted to:

- fulfil the role of 'Competent Person', providing advice and assistance on Health and Safety issues.
- provide for us a telephone advisory service - available 24 hours per day, 365 days of the year.
- provide crisis help if we have a serious accident or incident involving the Enforcement Authorities
- provide briefings to help keep us up to date with new and forthcoming legislation.

## **HR & Governance Committee**

The HR & Governance Committee's responsibility is to facilitate communication and consultation on health and safety issues across the organisation.

They are responsible for ensuring that:

- there is regular communication and consultation with staff on health and safety issues.
- health and safety issues raised by employees are discussed and considered for action.
- health and safety standards within departments are monitored.
- trends in accident statistics across the Town Council are identified and making recommendations for action.
- health and safety are promoted and new initiatives are considered to progressively improve standards in all areas
- employees are aware of significant changes to our health and safety policy documentation.

# **HEALTH AND SAFETY RULES**

## **5. HEALTH AND SAFETY RULES**

This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and will result in disciplinary action being taken.

Employees are reminded that a breach of health and safety legislation by an employee is a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

Safety rules may vary depending upon the nature of work and the circumstances therefore the overriding requirement is that employees are expected to act in a sensible manner and adhere to verbal instructions given by Management.

## **General**

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees are required to notify management of any unsafe activity, item or situation.

## **Working Practices**

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.

## **Hazard / Warning Signs and Notices**

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

## **Working Conditions / Environment**

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

## **Protective Clothing and Equipment**

- Employees must use all items of protective clothing/equipment provided as instructed.
- Employees must store and maintain protective clothing/equipment in the approved manner.
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

## **Fire Precautions**

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any firefighting equipment provided.
- Employees must report any use of firefighting equipment to their supervisor.

## **Accidents**

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment, they must report the incident to their supervisor.
- Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
- Employees must notify management of any incident in which damage is caused to property.

## **Health**

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

## **Employer's Transport**

- Employees must carry out prescribed checks of Town Council vehicles prior to use and in conjunction with the laid down checking procedure.
- Employees must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
- Employees must not carry unauthorised passengers or unauthorised loads.
- Employees must not use vehicles for unauthorised purposes.
- Employees must not load vehicles above the stated capacity.
- Employees must not drive or operate vehicles whilst suffering from a medical condition or illness that may affect their driving or operating ability.

## **Rules Covering Gross Misconduct**

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- A serious or wilful breach of Safety Rules.
- Unauthorised removal or interference with any guard or protective device.
- Unauthorised operation of any item of plant or equipment.
- Unauthorised removal of any item of first aid equipment.
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.
- Unauthorised removal or defacing of any label, sign or warning device.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
- Deliberately disobeying an authorised instruction.

# **ARRANGEMENTS**

## 6. ARRANGEMENTS

### **Accident, Incident and Ill-Health Recording, Reporting and Investigation**

This policy sets out the procedures that are to be followed when any employee, visitor or contractor has an accident, near miss or dangerous occurrence on the Town Council's premises during the course of their employment.

This will also apply to visitors who are members of the public and are therefore not at work. In addition, employees who develop a work-related illness must also report via these procedures.

#### **Definitions:**

An **accident** is an unplanned event that causes injury to people, damage to property or a combination of both.

A **near miss** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the Town Council.

#### **The Accident Book**

All accidents resulting in personal injury must be recorded in the Town Council's Accident Book.

The Accident Book will comply with the requirements of the Data Protection Act.

The Accident Book will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Employees must ensure that they are aware of the location of the accident book.

#### **Reporting Requirements**

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The following events must be reported to the Health and Safety Executive:

- A death
- A specified injury to an employee as detailed in regulation 4.
- An injury to a non-employee where that person is taken directly to hospital for treatment as a result of their injury.
- Any dangerous occurrence
- Any employee diagnosed by a qualified medical practitioner as suffering from a disease specified in the Regulations.
- Any employee diagnosed with a cancer caused by work-related exposure to a known carcinogen or mutagen.

Injuries that lead to a worker being incapacitated for **more than seven consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) must also be reported within 15 working days using the Health and Safety Executive (HSE) website.

You **must** also keep a record of an accident if the worker has been incapacitated for **more than three consecutive days**. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR.

Contact details for the Health and Safety Executive are

**Tel:** 0345 300 9923 (Monday to Friday 8:30am to 5:00pm)

**Website:** [www.hse.gov.uk](http://www.hse.gov.uk)

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact the WorkNest Advice Line. (Tel: 0345 226 8393)

The completed report form sent back by the HSE should be kept with the other accident records and documents; this will confirm the notification has been made.

Accident report, completed notification form and investigation notes, witness statements and photographs are to be kept on file to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

## **Investigation**

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

- to ensure that all necessary information in respect of the accident or incident is collated.
- to understand the sequence of events that led to the accident or incident.
- to identify the unsafe acts and conditions that contributed to the cause of the accident or incident.
- to identify the underlying causes that may have contributed to the accident or incident.
- to ensure that effective remedial actions are taken to prevent any recurrence.
- to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties.
- to enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

## **Asbestos**

The Town Council will protect employees and other people potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are employed.

This will be achieved by minimising exposure through:

- the management of asbestos-containing materials in the workplace premises by
  - **Assessment** - The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary.
  - The amount and condition of the asbestos-containing material will be assessed, and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.
  - **A Written Plan** - A written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available, and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.
  - **Access to Asbestos-containing Materials** - Access to asbestos-containing materials on the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.
  - **Monitoring and Maintenance** - The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.
- the management of work in premises that may contain asbestos.
  - **Training and Information** - Employees who may come into contact with asbestos containing materials (ACM's) through the course of their work will receive adequate training and information such that they can recognise potential ACM's and know what precautions to take.
  - **Health Surveillance** – Employees who carry out licensed work with asbestos will receive a medical examination by a qualified practitioner before asbestos work commences and every two years after that. Employees who only carry out notifiable non-licensed work with asbestos will receive their examinations every three years instead.

### **Asbestos-related Emergencies**

Procedures to deal with asbestos-related incidents will be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of employees.

### **Arrangements for Controlling Work on Asbestos**

Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres.

Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing.

### **Selection and Control of Contractors to Work on Asbestos-containing Materials.**

When contractors are engaged to work on the premises, adequate steps will be taken to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health.

Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which:

- asbestos fibres are firmly linked in a matrix.
- The exposure during the removal process is likely to be sporadic or of low intensity.

Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos Regulations.

### **Procedures for Dealing with Health and Safety Issues**

Where an employee raises a health and safety problem related to work with asbestos, the Town Council will:

- take all necessary steps to investigate the circumstances.
- take corrective measures where appropriate.
- advise the employee of actions taken.

Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the employee must:

- inform a responsible person immediately, usually a supervisor or manager.
- in the case of an accident or emergency, respond quickly to ensure effective treatment.

## **Communication and Consultation**

It is a legal requirement for the Town Council to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective, we will:

- establish effective lines of communication.
- involve and consult with employees through:
  - individual conversations
  - notice boards
  - internal publications
  - staff meetings
  - health and safety meetings.
- display the 'Health and Safety Law – What You Need to Know' poster
- consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

Where it is not practical to consult with all employees directly and it would be more appropriate to communicate and consult through employee representatives, we will arrange for representatives of employee safety to be elected.

The Town Council will allow all representatives an appropriate amount of time away from their normal duties in order to complete their duties as representatives. We will not hinder representatives in the execution of their normal functions as defined by law.

## **Contractors**

When working on our premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in “common areas”. In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any work is carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor’s own safety policy, risk assessments, method statements, permits to work, etc as applicable.
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal.
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection.
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury.
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place.

Clearly, it will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

## **Construction work and the Construction (Design and Management) Regulations 2015**

Where any construction work is carried out, to fulfil our legal duties as a “client” under the Construction (Design and Management) Regulations 2015 we will:

- make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant.
- ensure that all dutyholders that we appoint have the necessary skills, knowledge, training and experience to carry out their roles safely.
- appoint in writing the Principal Designer and Principal Contractor sufficiently early in the project to allow them to carry out their duties properly.
- notify the HSE in writing for projects that require it.
- ensure that relevant pre-construction information is passed to all designers and contractors.
- ensure that the Principal Designer and Principal Contractor carry out their duties.

- ensure that adequate welfare facilities are provided for the contractors.
- ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared.
- ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and, if we choose to dispose of the building, to pass the file to any person or Town Council who acquires the building.
- cooperate fully with all other dutyholders and provide all relevant information and instruction promptly and clearly.

## **Disabled Persons**

The Town Council will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the Town Council will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements.
- encourage employees with special needs to suggest any premises or task improvements to their line managers.
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity.
- in an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly.

## **Display Screen Equipment**

All reasonable steps will be taken by the Town Council to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the Town Council will:

- carry out an assessment of each user's workstation.
- implement necessary measures to remedy any risks found as a result of the assessment.
- provide adequate information and training to persons working with display screen equipment.
- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity.
- review software to ensure that it is suitable for the task and is not unnecessarily complicated.
- arrange for the provision of free eye tests when requested, at regular intervals thereafter and where a visual problem is experienced.
- arrange for the supply, at a subsidised cost up to a maximum limit of £TBC, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment.
- advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided.
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action.
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.
- inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
- report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

## **Driving for Work**

Driving is an integral part of some roles within the Town Council and as such requires driving on Town Council business. Driving has inherent risks associated with it which drivers should be made aware of.

The Town Council is committed to reducing the risks its staff face or create when driving at work and therefore will:

- ensure risk assessments are completed and that journeys are planned.
- not put unreasonable time constraints on travel
- ensure those driving for business are competent (and where required, authorised) and fit.
- provide any additional training that may be deemed necessary to reduce driving related occupational risks.
- provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving.
- establish a travel plan which will limit the requirement for travel and make provisions for long journeys.
- require drivers to annually submit copies of their insurance, the MOT certificate or evidence of the MOT exemption for their vehicle and their current driving licence .

When providing Town Council vehicles, the Town Council will:

- maintain them to the required legal standard and ensure they are suitable for their purpose.
- provide and maintain additional tools and equipment necessary for the purposes of the journey.
- provide them with regard to safety and the environment i.e., higher ENCAP ratings, lower emissions, better fuel consumption
- provide access to breakdown support and recovery.
- provide no smoking signs for inside the vehicle.

## **Implementation**

The Town Council asks its entire staff to play their part, whether they use a Town Council vehicle, their own or a hired vehicle.

## **Drivers**

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g., health conditions or injuries, use of prescribed medication
- changes to licence such as limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive

- any accidents / incidents that occurred whilst driving on behalf of the Town Council.

Before driving, drivers must

- review the need to travel.
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- have had an eye test in last 2 years and be using any required corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a Town Council vehicle
- only use hands free electronic devices e.g. mobile phone, satellite navigation, mp3 player, when safely set up to do so i.e. using an appropriate hands-free device
- follow all safety instructions when taking their vehicle on board ferries, trains or other vehicle-carrying craft, including parking and leaving their vehicle on a vehicle deck and travelling in a designated passenger area while the craft is underway.

## **Managers**

Managers should ensure that the driving policy is brought to the attention of drivers and they will:

- lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- challenge unsafe attitudes and behaviors and encourage staff to drive safely
- monitor compliance with the driving policy at team meetings, staff appraisals and periodic checks

## **Drugs and Alcohol**

### **Alcohol**

Employees must not drink alcohol on the Town Council's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the Town Council's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the Town Council's disciplinary procedure.

### **Drugs and medication**

The possession, use or distribution of drugs for non-medical purposes on the Town Council's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work you should discuss the problem with your manager or supervisor.

If the Town Council suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the Town Council reserves the right to require you to undergo a medical examination to determine the cause of the problem.

### **Medical Examination**

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the Town Council reserves the right to suspend you from your employment (with or without pay) to allow the Town Council to decide whether to deal with the matter under the terms of the Town Council's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

### **Reasonable Grounds**

The Town Council reserves the right to search you or any of your property held on Town Council premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The Town Council reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Town Council's premises.

## **Electricity**

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective the Town Council will:

- ensure electrical installations and equipment are installed in accordance with the Wiring Regulations (BS 7671) published by the Institution of Engineering and Technology (IET)
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection and testing
- forbid live working unless absolutely necessary, in which case a permit to work system must be used
- ensure employees who carry out electrical work are competent to do so
- maintain detailed records.

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager/supervisor
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not bring any electrical item onto the Town Council premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

## **Environment**

All reasonable steps will be taken to protect the environment. In order to discharge its responsibilities the management will:

- comply fully with all relevant legal requirements, codes of practice and regulations
- prevent pollution to land, air and water
- reduce water and energy use
- minimise waste and increase recycling within the framework of our waste management procedures
- identify and manage environmental risks and hazards
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- promote environmentally responsible purchasing
- provide suitable training to enable employees to deal with their specific areas of environmental control
- improve the environmental efficiency of our transport and travel
- establish targets to measure the continuous improvement in our environmental performance
- eliminate risks to the environment through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimized by the use of physical controls or, as a last resort, through systems of work and personal protection
- only engage contractors who are able to demonstrate due regard to environmental matters
- bring the Environmental Policy Statement to the attention of all employees.

### **Environmental complaints procedure**

On receipt of a complaint about any environmental related matter the following procedure will be implemented:

- the name, address and contact details will be taken from the complainant along with details of the complaint including dates, times, frequency, impact and location
- full details of the complaint will be recorded and passed a Senior Manager or Director for an investigation to be instigated
- investigations will be commenced at the earliest opportunity and at least within 24 hours
- where the complaint is found to be justified immediate measures will be taken to remedy the problem as far as is reasonably practicable
- results of all investigations will be recorded and copied to the complainant , a Senior Manager or Director
- the complainant will be kept advised of the results of any investigation and the measures being taken to seek a solution; including details of the proposed timescales where immediate resolution is not possible.

All employees are responsible for working towards the objectives contained within this policy.

## **Fire**

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the Town Council will:

- assess the risk from fire at our premises and implement appropriate control measures
- ensure good housekeeping standards are maintained to minimise the risk of fire
- provide and maintain safe means of escape from the premises
- develop a fire evacuation procedure for all buildings
- provide and maintain appropriate fire-fighting equipment
- regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment, emergency lighting and any fire warning systems
- provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- make arrangements for the safe evacuation of deaf or otherwise disabled persons
- make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- display fire action notices
- keep fire safety records.

The Town Council does not require persons to attempt to extinguish a fire but extinguishing action may be taken if it is safe to do so.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organization can investigate and take remedial action if necessary.

## **First Aid**

The Town Council is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the Town Council will:

1. appoint and train a suitable number of first aid personnel to cover all work patterns
2. display first aid notices with details of first aid provision
3. provide and maintain suitable and sufficient first aid facilities including first aid boxes
4. provide any additional first aid training that may be required to deal with specific first aid hazards.

The minimum first aid provision at all sites is an adequately stocked first aid box and an Appointed Person to take charge of the first aid arrangements.

### **Appointed Person**

The Appointed Person duties include:

- taking charge when someone falls ill or is injured, including calling an ambulance if required
- looking after and maintaining the first aid box and contents.

The Appointed Person will not be required to provide treatment for which they have not been trained.

### **First Aiders**

First aiders are qualified personnel who have received training and passed an examination in accordance with HSE requirements.

The numbers of first aid personnel at each location will be determined by individual circumstances, the level of risk and in line with current government guidance.

First aid personnel will be provided with refresher training at regular intervals to keep their skills up to date.

### **First Aid Boxes**

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work Approved Code of Practice. Only specified first aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept.

### **Portable First Aid Kits**

Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted, such as:

- staff travelling in vehicles on a regular basis
- staff whose work takes them to isolated or remote locations

## **Gas Installations and Appliances**

The Town Council will ensure that all work carried out on gas fittings and appliances are in accordance with the requirements of the regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual.

The Town Council is committed to achieving high standards of health and safety for all staff, visitors, customers and others. For these reasons employing, training, and arranging the assessments of operatives that are competent to work on gas installations and appliances – servicing, repairing or installing, is highly significant to supporting these aims.

The Town Council supports the aims of:

- reducing the waste of fuel and material
- increasing operational efficiency
- eliminating unnecessary emission of atmospheric pollutants
- reducing the risk to death, injury and distress to members of the public, staff and others who may be affected
- increasing confidence, amongst users, in the safe use of fossil fuels and fossil fuel burning appliances.

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the Town Council will be registered with the GSR.

No person shall interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

## **Hazardous Substances (COSHH)**

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The Town Council will implement the following:

- maintain an inventory of all substances hazardous to health kept or present on site and retain copies of relevant hazard data sheets
- competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control
- all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- systems of work will be reviewed at suitable intervals and revised if necessary
- all employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- assessments will be reviewed periodically or if changes to the operation or any hazardous substances used
- qualified professionals, where necessary, will carry out health surveillance
- employee health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
- all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

### **Information and Training**

The Town Council will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

## **Health, Safety and Welfare**

The Town Council is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well maintained exits and entrances)
- appropriate sanitary and washing facilities
- separate toilet facilities for men and women
- plentiful wholesome drinking water supply and cups
- seating with an incorporated back rest
- accommodation for keeping clothing clean and dry
- facilities for changing, rest periods, hot drinks and meals preparation
- showering facilities if the nature of an employees work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures .

The Town Council recognizes these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

## **Home Working**

Home workers are subject to the same health and safety requirements as workers based on Town Council premises and their health and safety will be managed accordingly.

To achieve this objective we will:

- ensure that appropriate risk assessments are completed
- ensure that risk assessments are reviewed annually
- ensure home workers are provided with suitable induction training on commencement of employment
- ensure appropriate equipment is provided for the home worker's health, safety and welfare
- ensure all equipment that is provided for use in the employees' homes is properly installed and tested
- arrange for the maintenance of all electrical equipment supplied for use in employees' homes (The hard wired electrical sockets and ring mains supplies are the employee's own responsibility)
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day
- ensure that managers and home workers have the opportunity to be kept informed of what is going on within the Town Council; recognizing and satisfying the need for social interaction will reduce stress
- encourage home workers to 'network' with colleagues
- make the home worker aware of their duty to report any incidents or accidents that occur as a result of work related activities to the Town Council using the Town Council accident procedure
- ensure home workers are aware of the need to monitor their own working conditions and report any problems to their line manager.

## **Training**

All home workers will be fully trained in the tasks that they are employed to do and the equipment they will be using.

Home workers will be trained in emergency procedures in case of an accident in the home.

Supervisors/management of home workers will be trained in how to deal with employees working off site e.g. prearranged regular contact, how to recognize signs of stress in home workers.

## **Infection Control**

For some work activities, staff may be at risk of infection or of spreading infection. Exposure to infections may arise at work from a number of situations, including:

- contact with people (e.g. Diphtheria, TB, MRSA, Norovirus, Gastroenteritis)

The Town Council aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

The Town Council will:

- undertake assessments to identify tasks or situations that may expose individuals or groups to potential infection
- identify, plan and implement controls and safe systems of work to prevent transmission of infection
- provide information, instruction and training to those identified at risk
- where required, provide personal protective equipment (PPE) and monitor its use and maintenance
- organize for the safe cleaning of equipment and where appropriate disinfection and thorough, cleaning of the premises
- arrange for safe disposal of any infected materials
- adopt good hygiene practices.

## **Vaccination**

The risk assessment will also identify whether the staff involved in a particular task should be offered vaccinations against Hepatitis B and Tetanus.

Where this is identified, vaccinations shall be offered to individuals without charge.

## **Training and Information**

Training and information will be provided to all employees who are identified from the risk assessment as being potentially exposed to infections.

Training will be given for any tasks they are employed to do, the equipment they will be using and any safe procedures to adopt.

## **Staff Illness and Reporting**

It is important to remember that infection can also be passed onto people from staff. Staff should notify their manager if they develop any infectious disease that may affect work or people around them, for example:

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g. pneumonia, TB)
- severe diarrhea
- jaundice
- hepatitis
- Chicken Pox, Measles, Mumps, Rubella
- norovirus

- gastroenteritis

Managers will need to discuss with the individual suitable controls. In some cases, employees may need to be referred to an Occupational Health Practitioner or their GP for advice.

Staff should also report any illness or disease which has been contracted through work. In some circumstances if a staff member contracts a disease whilst at work, this is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported.

### **Confidentiality**

Confidentiality will be maintained at all times in relation to an employee who is known to have any infectious disease.

No health information will be disclosed without the written consent of the employee concerned and any breach of such confidentiality, either inside or outside the organization, will be regarded as a disciplinary offence and may result in disciplinary action.

### **Pandemics and Epidemics**

When notified that the country is experiencing a pandemic or epidemic, the Town Council will aim to prevent the spread of infection through work-based activities by adopting suitable control measures.

The Town Council will:

- follow guidance given by government agencies and close work sites if instructed to or if employees or any person is put at risk,
- undertake risk assessments to identify tasks or situations that may expose individuals or groups to potential risks,
- monitor any changes to government guidance,
- manage the risk posed by contractors and visitors visiting the workplace,
- develop and implement an emergency action plan to deal with any potential outbreaks,
- allow employees to take part in any government testing,
- identify, plan and implement controls and safe systems of work to prevent transmission,
- provide information, instruction and training to those identified at risk,
- where required, provide personal protective equipment (PPE) and monitor its use and maintenance,
- organise for the safe cleaning of equipment and, where appropriate, disinfection and thorough cleaning,
- arrange for safe disposal of any infected materials, and
- adopt good hygiene practices.

## **Legionnaires Disease**

All reasonable steps will be taken to identify potential legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold water storage and distribution system.

To achieve control of legionella bacteria the Town Council will implement the following:

- **Avoidance of Conditions Favouring Growth of Organisms**

As far as practicable, water systems will be operated at temperatures that do not favour the growth of legionella. The recommended temperature for hot water is 60°C and either above 50°C or below 20°C for distribution, as care must be taken to protect people from exposure to very hot water.

The use of materials that may provide nutrients for microbial growth will be avoided. Corrosion, scale deposition and build up of bio films and sediments will be controlled and tanks will be lidded.

- **Avoidance of Stagnation**

Dead-legs, which occur when water services leading from the main circulation water system to taps or appliances, are used only intermittently and other parts of systems which may provide a reservoir for infection will be identified and where possible eliminated.

- **System Maintenance**

Water systems will be disinfected by an effective means before being taken into service and after shut downs of five or more days. Plant will be regularly inspected and maintained (e.g. by monthly visits from a water treatment specialist). Plant will be disinfected periodically (normally twice yearly) by chlorination or by temporarily raising water temperatures. Biocides may be used to control microbial growth. Maintenance personnel must wear appropriate protective clothing.

- **Sampling**

Sampling for legionella will not normally be necessary, unless in the case of an outbreak or to monitor the effectiveness of precautionary measures. Weekly monitoring of chemical and microbiological water quality will be carried out to give a useful indication of the state of the system.

- **Record Keeping**

Records will be kept of all maintenance, temperature monitoring and sampling carried out.

## **Selection, Training and Competence of Staff**

Persons carrying out control measures will receive appropriate training and supervision so they are able to perform their duties competently.

## **Action in the Event of an Outbreak**

A contingency plan in case of an outbreak of legionellosis will be prepared. This will include the:

- identification of people who may have been exposed
- involvement of public health authorities
- dissemination of information to employees and other interested parties as to the nature of the risks.

## **Leptospirosis (Weil's Disease)**

Weil's Disease is a form of the bacterial infection Leptospirosis, which can be transmitted to humans through contact with rat urine. The Town Council will ensure that all employees who may be exposed to contaminated areas adhere to the following controls:

- control the rat population in work areas if possible
- cover any cuts or broken skin with the appropriate waterproof dressing, and wash cuts or grazes sustained during work immediately
- wear the appropriate personal protective equipment as identified by the risk assessment
- never touch or handle rats with bare hands
- take rest breaks away from the work area
- not consume food or drink in or near the work area
- avoid full immersion in water if possible
- shower and wash hands thoroughly after working in any environment that may have been contaminated with rat urine.

Any employee who suffers from feverish headaches, vomiting, muscle pains, and general flu -like symptoms after working in rat-contaminated areas must seek medical attention and inform their GP that they may have been in contact with rats or rat urine.

## **Lifting Operations and Equipment**

All reasonable steps will be taken to ensure lifting operations and equipment are suitably managed with regards to health and safety.

### **Definition**

Lifting equipment includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it.

### **Implementation**

The Town Council will ensure that

- lifting equipment is suitable for the intended use with adequate strength and stability, including whatever guards are necessary to prevent:
  - persons or equipment falling from the lift
  - the lift falling from its restraints
  - persons or equipment being trapped, crushed or struck by objects when using the lifting equipment.
- an examination scheme is drawn up by a competent person
- lifting operations will be properly planned by a competent person, appropriately supervised and carried out in a safe manner
- lifting equipment is maintained in a safe condition and examined/inspected by competent persons annually (or every six months if lifting people) to ensure correct installation and safe operation
- lifting equipment will be re-examined following relocation or conditions that may cause deterioration
- safe working load (SWL) is clearly displayed on all lifting equipment
- suitable training, instruction and information is provided for operators and supervisors .

### **Records**

All thorough examination reports will be kept for as long as the equipment is being used except for lifting accessories reports and reports carried out due to deterioration in condition, which must be kept for 2 years.

## **Lifts**

All reasonable steps will be taken to maintain all lifts throughout the Town Council premises.

### **Implementation**

The Town Council will ensure that:

- an examination scheme is drawn up by a competent person for each lift
- all lifts are fitted with appropriate barriers and interlocking gates to prevent passengers or cargo from falling from the lift, coming into contact with the lift machinery or entering/exiting the lift when it is not at a designated landing
- suitable equipment and mechanisms are installed to prevent the lift from:
  - leaving its landing when the doors are unlocked and/or open
  - falling (including its maximum working load) in the event of a failure in the lifting mechanism
  - overrunning its furthest intended point of travel
  - being operated from more than one position at any one time
  - being overloaded or exceeding its maximum number of passengers.
- lifts are maintained in a safe condition and examined/inspected by competent persons (annually for goods lifts and every six months if lifting people)
- the safe working load (SWL) is clearly displayed inside each lift
- notices are posted adjacent to each lift opening advising against the use of a lift in the event of a fire
- arrangements are made for the emergency evacuation of persons in the event of lift failure
- lift motor rooms are kept locked and entry kept restricted to authorised persons.

### **Records**

All thorough examination reports will be kept for a minimum of 2 years.

## **Liquefied Petroleum Gas (LPG) and Compressed Gas**

Gas cylinders are a convenient way to transport and store gases under pressure.

These gases are used for many different purposes, including:

- soldering, welding and flame cutting
- chemical processes
- fire extinguishers
- heating and cooking.

The main hazards are:

- impact from the blast of a gas cylinder explosion, or rapid release of compressed gas
- impact from parts of gas cylinders that fail or any flying debris
- contact with the released gas or fluid
- fire resulting from the escape of flammable gases or fluids
- impact from falling cylinders.

Where LPG / Compressed Gas are used, the Town Council will ensure that provision is made for:

- adequate training and supervision in their use
- suitable handling equipment, plant and storage facilities with adequate ventilation, security measures, and monitoring and control devices
- regular maintenance and inspection by competent persons, and the recording of all maintenance and inspections.

### **Handling and Use of Gas Cylinders**

- Users must carry out an external visual inspection of the gas cylinders and any attachments (e.g. valves and regulators), to determine whether they are damaged. Indicators may include dents, bulges, evidence of fire damage etc.
- Use gas cylinders in a vertical position, unless specifically designed to use otherwise.
- Always double-check that the cylinder/gas is the right one for the intended use.
- Close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use.
- Before connecting a gas cylinder to equipment or pipe work make sure that the regulator and pipe work are suitable for the type of gas and pressure being used.
- Wear suitable safety shoes when handling gas cylinders.
- Do not drop gas cylinders.
- Empty cylinders must be stored in a safe and secure manner and not disposed of with normal waste.
- Do not lift the cylinders by valves, shrouds and caps.

## **Transporting Gas Cylinders**

- Fit suitable protective valve caps and covers to cylinders, when necessary, before transporting.
- Securely stow gas cylinders in an upright position to prevent them from moving or falling.
- Disconnect regulators and hoses from cylinders whenever practicable.
- Ensure gas cylinders are clearly marked to show their contents and the hazards associated with their contents.

## **Storage of Gas Cylinders**

- Store gas cylinders in a safe and secure manner.
- Gas cylinders containing flammable gas should not be stored in part of a building used for other purposes.
- Protect gas cylinders from external heat sources and ensure that gas cylinders are stored away from sources of ignition and flammable materials.
- Gas cylinders must be clearly marked to show what they contain and the hazards associated with their contents.
- LPG cylinders should be stored away from drains and not in cellars.

## **Lone Working**

The Town Council will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

The Town Council will determine, by risk assessment, those activities where work can actually be done safely by one unaccompanied person. This will include the identification of hazards from means of access and/or egress, plant, machinery, goods, substances, environment and atmosphere, etc.

Particular consideration will be given to:

- the remoteness or isolation of workplaces
- any problems of communication
- the possibility of interference, such as violence or criminal activity from other persons
- the nature of injury or damage to health and anticipated "worst case" scenario.

## **Information and Training**

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- when working alone, e.g. in an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible and arranged beforehand, keep in regular contact with someone else, e.g. use a mobile phone to call into the office or a designated buddy/contact every couple of hours indicating your movements
- do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager
- report all accidents, injuries, near-misses and dangerous occurrences to your immediate manager.

## **Machinery Maintenance**

The Town Council will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The Town Council will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The Town Council will inform and train personnel to implement this policy.

To achieve this objective the Town Council will, in consultation with the maintenance staff:

- carry out an assessment of how the machinery should be isolated for specific maintenance work
- carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
- carry out an assessment of the maintenance of the machine itself, including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
- carry out an assessment of how the maintenance of the machine affects its environment
- carry out an assessment of all hazards that arise when guards have been removed
- take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
- provide any personal protective equipment that might be necessary to carry out the work safely
- ensure that employees are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise and remedial action can be taken.

## **Information and Training**

The Town Council will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

## **Manual Handling**

To prevent injuries and long term ill-health from manual handling the Town Council will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Town Council will carry out a manual handling risk assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

- manual handling risk assessments are carried out where relevant and records are kept
- employees are properly supervised
- adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
- any injuries or incidents relating to manual handling are investigated, with remedial action taken
- employees adhere to safe systems of work
- safety arrangements for manual handling operations are monitored and reviewed
- where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

### **Reducing the risk of injury**

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

## **New and Expectant Mothers**

The Town Council recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the Town Council will ensure that:

- employees are instructed at induction to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
- risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
- any adverse incidents are immediately reported and investigated
- appropriate training etc. is provided where suitable alternative work is offered and accepted
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition
- where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

## **Noise**

The Town Council will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

### **Noise Risk Assessments**

The Town Council will carry out regular noise exposure risk assessments of noisy areas, processes and/or equipment as appropriate. Assessments will be used as the basis for formulating action plans for remedial measures when necessary. Assessments will be recorded and updated regularly, particularly when changes in work practice cause changes in noise exposure levels of employees.

### **Reduction of Noise Exposure Levels**

The Town Council will, as far as is reasonably practicable, take all steps to reduce noise exposure levels of employees by means other than the use of personal protection. The Town Council accepts that the use of ear protectors is a last resort, and is committed to continuing to seek and introduce alternative methods for reducing noise exposure levels whenever possible in the future.

### **Provision of Ear Protectors**

The Town Council will provide suitable and effective ear protection to employees working in high noise levels, as indicated as necessary by the results of noise exposure assessments. It will also provide for the maintenance and repair or renewal of the protective equipment, provide training in the selection and fitting of protectors and provide details of the circumstances in which they should be used.

### **Hearing Protection Zones**

The Town Council will designate and mark out hearing protection zones, which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.

### **Use and Maintenance of Noise Control Equipment and Procedures**

The Town Council will maintain all equipment and monitor all procedures introduced for the purpose of reducing noise exposure of employees, including enclosures, silencers and machine covers.

All personnel will be required to

- use these procedures and equipment correctly
- promptly report any defects or deficiencies through the appropriate channels.

### **Provision of Training**

The Town Council will provide adequate training to employees as part of its hearing conservation and noise control policy.

All employees who are subject to high levels of noise will be provided with:

- information, instruction and training about the harmful effects of noise
- information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy.

Managers and supervisors responsible for formulating and carrying out the organisation's noise policy will also be given appropriate training.

Where a problem arises as a result of noise in the workplace, the employee must inform a responsible person immediately.

## **Audiometric Testing**

Where employees are exposed to risk from high noise levels, the Town Council will adopt a programme to monitor the hearing of employees subject to high levels of noise ensuring the organisation's noise control policy is effective and that employees' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new employees.

## **Outdoor and Peripatetic Working**

The Town Council will ensure, so far as is reasonably practicable, that employees who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

The Town Council will:

- where work is being undertaken on a site under the control of another party, review any risk assessments and agree an appropriate safe system of work
- ensure outdoor activities are planned and risk assessed prior to undertaking the work. This will include visiting of the site(s) to identify potential hazards.
- establish safe systems of work from the risk assessments, and provide staff training and instruction in these.
- ensure suitable personal protective clothing is made available to staff either from the Town Council or from the third party in control of the site.
- ensure suitable arrangements are in place for emergencies, including adequate first aid.

### **Implementation**

Staff working outdoors, or away from base, are responsible for ensuring that:

- if working on a third-party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site.
- they report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk.
- The appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor.
- they are familiar with the emergency arrangements and that these are in place prior to starting work.
- All accidents and incidents are reported to their manager and in line with any local arrangements for the site.

## **Permits to Work**

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day-to-day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors, and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working off-site, i.e., on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks conducted under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

### **Information and Training**

The Town Council will provide the necessary information and appropriate training to ensure that appropriate employees, supervisors, contractors, and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

## **Personal Protective Equipment**

The Town Council provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the Town Council will:

- ensure that PPE requirements are identified when carrying out risk assessments.
- use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary.
- carry out an assessment to identify suitable PPE.
- ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately.
- ensure that PPE is sourced appropriately and bears the “CE” certification mark.
- ensure PPE is available to all staff who need to use it.
- provide adequate accommodation for correct storage of PPE.
- provide adequate maintenance, cleaning and repair of PPE.
- inform staff of the risks their work involves and why PPE is required.
- instruct and train staff in the safe use and maintenance of PPE.
- make arrangements for replacing worn or defective PPE.
- review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

## **Pressure Systems**

Due to the high pressures at which they operate and the steam that is generated they are subject to numerous legal requirements. Pressure systems include some mechanism for regulating the pressure of steam that builds up internally; normally steam is released to maintain a constant working pressure. Severe corrosion and/or failure of pressure-regulating and other safety valves could lead to an explosion.

The Town Council will ensure that all pressure vessels and pressurised equipment used by the Town Council meet the requirements of the Pressure Systems Safety Regulations 2000 and the Pressure Equipment Regulations 1999.

To ensure the safety and mechanical integrity of the pressure systems used and to meet the requirements of the legislation the Town Council will:

- ensure that the equipment is thoroughly examined by a competent person before it is put into service.
- ensure that the equipment is of sound construction, suitable quality, made from suitable materials and free from any obvious defects before it becomes operational.
- ensure that each item of equipment is clearly and uniquely marked so that it can be readily identified.
- establish the safe operating limits of the equipment and display them on the equipment, and not allow the equipment to exceed those limits except where tests carried out by a competent specialist require it.
- provide adequate training and instructions to ensure the equipment is operated safely, including instructions for procedures to be followed in case of emergency.
- fit and calibrate suitable protective and warning devices to the equipment to deal with emergencies or mechanical malfunctions, and ensure that any devices such as safety valves or bursting discs will be able to discharge safely.
- ensure that the equipment is properly maintained.
- have a suitable written scheme drawn up or certified by a competent person for the examination, at appropriate and regular intervals, of the equipment?
- arrange to have examinations carried out by a competent person at the intervals set down in the scheme and whenever the equipment is transferred to a new location.
- keep adequate records of the most recent examination.
- ensure that equipment identified as being in need of repairs is not used until repairs are carried out and, wherever possible, depressurise the equipment before the repair work begins.
- pass all pertinent records on to the new owner if we choose to dispose of the pressure equipment and ensure that we receive written confirmation of the transfer of records.

The examination normally takes place each year in TBC.

Records of examinations are kept in the TBC and a copy of the last inspection must be taken with the equipment when it is transferred to a new location.

## **Risk Assessment**

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough, or further actions are required to reduce the likelihood of injury or ill health.

Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our premises, equipment, and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be conducted as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

- assessments are carried out and records are kept.
- control measures introduced as a result of assessments are implemented and followed.
- employees are informed of the relevant results and provided with necessary training.
- any injuries or incidents lead to a review of relevant assessments
- assessments are regularly monitored and reviewed.
- suitable information, instruction and training will be provided to all people involved in the risk assessment process.

We may be controlling risks in many ways, determining the effectiveness of those controls is part of our risk assessment process.

## **Smoking**

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

It is the policy of the Town Council that all its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace, and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes Town Council vehicles that are used by more than one employee. If you have a Town Council car that is designated for your sole use and that is never used by other employees, then you can smoke in it if you wish – but the Town Council recommends that you do not do so. This policy applies to all employees, customers, and visitors.

### **Implementation**

All staff are obliged to adhere to and facilitate the implementation of the policy.

The Town Council will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in Town Council vehicles that are covered by the law.

## **Stress**

The Health and Safety Executive defines stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them.” This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable Town Council, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

We will:

- work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress.
- regularly review risk assessments
- consult with Safety Representatives on issues relating to the prevention of work-related stress.
- provide access to confidential counselling for employees affected by stress caused either by work or external factors.
- provide training for all managers and supervisory staff in good management practices.
- provide adequate resources to enable managers to implement the Town Council's agreed stress management strategy.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their manager or through the Town Council's grievance procedure.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

## **Training**

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the Town Council to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job, and individuals.

All employees will need to know about:

- the health and safety policy
- the structure and system for delivering this policy.

Employees will need to know which parts of the system are relevant to them to understand the major risks in our activities and how they are controlled. All employees will be provided with the Town Council Health and Safety Handbook.

Managers and supervisors training needs will include:

- leadership and communication skills
- safety management techniques
- skills on training and instruction
- risk assessment
- health and safety legislation
- knowledge of our planning, measuring, review and audit arrangements.

All our employees training needs will include:

- relevant health and safety hazards and risk
- the health and safety arrangements relevant to them
- communication lines to enable problem solving.

All employees will receive **induction training**. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed because of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out.
- work according to the contents of any training they receive.
- ask for clarification of any points they do not fully understand.
- not operate hazardous plants or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

## **Vibration**

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome (HAVS) or whole-body vibration (WBV).

To minimise the risk from vibration the organisation will:

- assess the risks to health from exposure to continuous levels of vibration and determine the control measures needed.
- introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole-body vibration are eliminated or reduced as far as is reasonably practicable
- record the assessments and review them periodically or when changes occur.
- ensure that the most appropriate equipment is used for the job, that the equipment is sourced from appropriate suppliers and that it bears the “CE” certification mark.
- ensure that those persons responsible for managing work likely to result in exposure to hand arm vibration and whole-body vibration are adequately trained and competent
- inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration.
- ensure no new equipment or processes are introduced into the work activities where there is a foreseeable risk of hand-arm or whole-body vibration without a risk assessment and approval of a designated manager
- maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole body vibration.
- monitor exposure of hand-arm vibration and whole-body vibration and undertake appropriate health surveillance, where necessary
- maintain tools to the manufacturer’s specifications to avoid worsening vibration.

## **Violence**

The Town Council recognises that in certain situations violent behavior towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on staff.
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threats against employees.

To achieve this objective, we will:

- carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff.
- ensure that premises are kept secure.
- inform all employees of the procedure following a violent or challenging behaviour incident.
- not tolerate violence or challenging behaviour towards our employees
- train our employees who may be exposed to violence or challenging behaviour situations.
- support the employees involved in any incident.
- support their decisions regarding the pressing of criminal charges.
- provide any counselling or post-incident assistance required by the employees.
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

## **Visitors**

In the interest of safety and security, the Town Council will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to enter the premises or accompanied.
- they adhere to applicable health and safety instructions and rules during their visit.
- adequate information is passed to ensure their safety including emergency information.
- any protective clothing required is provided and worn.
- Any accidents / incidents involving visitors are reported through the accident reporting arrangements.

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

### **Emergency Action**

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

## **Waste Management**

The Town Council will instigate a waste management plan for any work conducted when required to by legislation and in order to do so will identify the:

- client
- Principal Contractor
- person with overall responsibility for the waste management plan
- location of the site where the work will be carried out.
- estimated cost of the project.

In carrying out any site work the Town Council will adhere to the following hierarchy for processing of waste materials:

- re-use (on or off site)
- recycle (on or off site)
- send off site for recovery.
- send for incineration.
- As a last resort send to land fill.

The waste management plan will:

- describe each type of expected to be produced.
- estimate the quantities of each type of waste.
- Describe the waste management action for each type of waste (e.g., re-use, recycle).

The waste management plan will comply with the duty of care and ensure materials will be managed efficiently and waste managed appropriately. All waste materials which leave the site will be processed through licensed contractors.

Additional duties:

- ensure co-operation between all contractors involved on the project during the construction phase.
- discuss waste management with every site worker through induction, training and toolbox talks
- ensure that waste is reused, recycled, or recovered, where practicable to do so.

## **Work At Height**

The Town Council will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The Town Council will ensure that:

- all work activities that involve work at height are identified and assessed.
- the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so.
- adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement.
- when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used.
- roof lights and other fragile surfaces will be protected to prevent falls.
- fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified.
- risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them.
- all the necessary equipment to allow safe access to and egress from the place of work is provided.
- all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided.
- suitable plant is provided to enable the materials used or created in the course of the work are safely lifted to and from the workplace and stored there if necessary.
- any working platform and its supporting structures are selected and/or designed in accordance with current standards.
- regular inspections of all equipment required for working at height are undertaken.
- competent persons are appointed to be responsible for the supervision of all work at height and associated activities.
- any contractors from whom they procure services comply with this policy.

## **Information and Training**

The Town Council shall provide any information, instruction and training required to work in a safe manner when working at height.

## **Work Equipment**

The Town Council will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

To achieve this objective the Town Council will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant employees.
- inspect all equipment at installation and prior to first use.
- regularly inspect work equipment in accordance with the manufacturer's recommendations
- maintain work equipment in accordance with the manufacturer's recommendations.
- keep records of all inspections and maintenance
- provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely.
- provide refresher training as appropriate and as determined necessary by workplace inspections.

## **Workplace Transport**

The Town Council will take all reasonable steps to control the risks associated with vehicles operating on its premises to ensure a safe site, safe vehicles, and safe drivers.

### **Traffic routes**

The Town Council will provide safe traffic routes that:

- are suitable in design for the people and vehicles that use them.
- allow both of the above to move around safely and not cause danger to others working near the traffic route.
- are well-drained and free of obstructions and slip/trip hazards.
- avoid steep slopes and sharp or blind bends where possible and use appropriate measures to increase visibility where they are unavoidable.
- are of suitable construction so as to provide adequate grip and to be able to bear the loads that will pass along the route.
- avoid passing close to:
  - Any obstruction that could collapse or be left in a dangerous state if struck (such as racking) unless it is fenced off or adequately protected against being struck.
  - Any potentially dangerous items such as chemical storage, fuel tanks or pipes unless they are well protected.
- be adequately lit.
- avoid slopes and uneven or slippery surfaces, and erect barriers to prevent vehicles from entering hazardous terrain (such as pits) to reduce the risk of vehicles overturning.

The Town Council will ensure that all vehicles adhere to the site speed limits when on site.

Where reasonably practicable, all new traffic routes will be wide enough to allow pedestrians and vehicles to circulate freely. The Town Council will also ensure that all existing traffic routes which do not allow pedestrians and vehicles to circulate freely will include measures such as vehicle passing places or traffic management systems where reasonably practicable. One-way systems will be clearly marked and flow clockwise wherever possible, as that is the direction that most drivers will expect.

Signage and signals will be provided wherever necessary to ensure that pedestrians and vehicle operators are warned of hazards before they encounter them and at the hazard itself. These will conform, wherever practicable, to the same standards of the signage used on public roads.

### **Traffic segregation**

The Town Council will keep vehicles and pedestrians separated on traffic routes wherever possible and will provide pedestrian crossings where pedestrian and vehicle traffic routes cross each other. Pedestrians will be prevented from entering areas where vehicles operate unless they are required to do so as part of their job role. Vehicles and pedestrians must always keep to their segregated areas when sharing traffic routes.

### **Reversing**

The Town Council will seek to eliminate reversing on site wherever possible. Where this is not possible, the Town Council will implement, where reasonably practicable, the following measures:

- establish clearly marked dedicated reversing areas that are visible to drivers and pedestrians.
- where possible, enlarge reversing areas to improve visibility for drivers and pedestrians.
- prevent non-essential personnel from entering reversing areas.
- fit fixed mirrors and other visibility aids to increase visibility around vehicles.
- install reversing aids on vehicles where possible.
- use a trained banksman or signaller only where all other options have been exhausted.

Where vehicles must reverse up to structures or edges, the Town Council will consider the provision of wheel stops or similar structures. If banksmen must be used, they will use standard European hand signals and any new signals that must be devised will be based on existing signaling practice. Banksmen and drivers must agree on the signals to be used before any maneuvering takes place.

## **Parking**

The Town Council will provide safe and suitable parking areas for work-related vehicles, which will be separated from those of private vehicles wherever possible. Parking areas will

- be clearly signposted.
- not impede traffic routes, and keep pedestrians and vehicles separated wherever possible.
- allow drivers and pedestrians to see clearly.
- be firm, level and well drained and, if possible, well lit
- be as close as possible to the intended destination for drivers and passengers .

No vehicle should be left unattended unless the parking brake has been applied, the engine has been switched off, the starter key has been removed from the ignition and any mounted equipment has been lowered to the ground or secured. Vehicles will not be permitted to park in non parking areas or where they will obstruct any entrance, exit door or emergency escape route.

## **Loading and unloading**

Loading and unloading areas used for deliveries and collections will be:

- in designated places which are clear of passing traffic, pedestrians and other persons not involved in loading or unloading.
- clear of overhead power cables or pipework
- on firm level ground, free from potholes and debris.

Vehicles will be prevented from moving during loading and unloading, and the Town Council will implement any appropriate systems to ensure that this is achieved.

## **Town Council Vehicles**

All vehicles provided by the Town Council will meet all the relevant safety requirements specified for that type of vehicle. When a vehicle is found to be sub-standard it will be immediately taken out of service until the fault can be rectified. Vehicles will be regularly inspected, and the manufacturer's guidelines will be followed when devising regular maintenance schedules and the content of the inspections.

The inspections will include:

- the braking system
- the steering system
- the tyres
- the mirrors, windscreen, windscreen washers, wipers, and any other visibility aids
- any alarm systems, such as the horn or lights
- lubricant and hydraulic fluid levels and pneumatic pressure levels
- vehicle-mounted equipment
- any specific safety systems such as control interlocks
- any ladders, steps, walkways, or similar equipment used to access parts of the vehicle or support persons using the vehicle.

## Drivers

All drivers for Town Council vehicles will be checked and assessed as competent before they may use any workplace vehicles. Where drivers will be operating Town Council vehicles purely within the confines of the workplace, they will still be assessed to the standards necessary to drive on the public road.

Drivers of vehicles with specialised attachments or carrying out tasks outside of the normal scope of driving on the public road (such as loading and unloading, trimming, or sheeting) will be trained specifically for those tasks and equipment and must be authorised to use them. This authorisation will be separate from any authorisation that they have received to drive on the public road.

Competent drivers will:

- be capable to operate the vehicle and any associated equipment safely.
- receive comprehensive instruction and training for operating that vehicle.
- have a suitable level of fitness and a mature and responsible attitude.

The fitness levels of drivers will be taken into account when assigning drivers to vehicles. Reassessment and refresher training will be used to ensure that all drivers remain competent.

# **RISK ASSESSMENT**

## 7. RISK ASSESSMENT

### Risk Assessment

**Risk Assessment** involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with the potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

**Risk** is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e., the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require that risk assessments be '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

We may be controlling risks in many ways, determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments be brought to the attention of our employees.

### **Conducting risk assessments**

Those who participate in risk assessments should:

- be competent.
- have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions.
- have knowledge and experience of how to solve problems identified by the assessment.
- be able to give the commitment, co-operation and resources required to implement the assessment results.

It is important that the person conducting the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

## **The five stages of risk assessment**

### **STEP 1 - IDENTIFY THE HAZARDS**

Look for hazards by walking around the workplace. List the hazards that could be expected to cause harm. Ask for the opinion of employees as they may have noticed things that are not immediately obvious.

Examples of hazards include:

- cables trailing over floors.
- fire
- chemicals
- work benches which are too high or too low
- electricity
- loads which have to be moved manually.
- work equipment
- working environment e.g., ventilation, lighting, heating.

### **STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW**

List groups of people and individuals who may be affected by the hazards e.g.:

- staff
- members of the public
- contractors on the premises.

Pay particular attention to vulnerable persons, e.g., those with disabilities, visitors, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees or young persons.

### **STEP 3 - EVALUATE AND CONTROL THE RISK**

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the severity of this, and the number of people who could be affected. The formula:

Severity x Likelihood = Risk

Is used on the risk forms within this policy manual.

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements, comply with a recognised standard, represent good practice, and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could be done by adopting the following principles:

- avoid the risk completely.
- evaluate risks which cannot be avoided.
- combat risks at source
- adapt work to the individual.
- make use of technical progress
- replace the dangerous with none or less dangerous.
- develop an overall prevention policy.

- give priority to measures which protect the greatest number of people.
- give appropriate instructions to employees.

## IMPLEMENTING AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

## STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that employees are informed of the findings and control measures, either existing or additional, that must be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

### Hazards and example controls

Hazard	Example control measures
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, training
Ladders	Avoid working at height. correct type of ladder/stepladders, maintained, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances
Stairs, etc	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers

## **STEP 5 - MONITOR AND REVIEW THE ASSESSMENT**

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to take into account any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.

### **Fire Risk Assessment**

A fire risk assessment is an organised and methodical look at the premises, the activities continued there and the likelihood that a fire could start and cause harm to those in and around the premises.

The aims of the fire risk assessment are:

- to identify the fire hazards
- to reduce the risk of those hazards causing harm to as low as reasonably practicable
- to decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in your premises if a fire does start.

The significant findings of the fire risk assessment, the actions to be taken as a result of the assessment and details of anyone especially at risk must be recorded.

It is important that the fire risk assessment is carried out in a practical and systematic way and that enough time is allocated to do a proper job. It must take the whole of your premises into account, including outdoor locations and any rooms and areas that are rarely used. Small premises may be able to assess as a whole, in larger premises you may find it helpful to divide them into rooms or a series of assessment areas using natural boundaries, e.g., process areas, offices, stores, as well as corridors, stairways and external routes.

Risk assessments must take account of other users of the buildings and co-operation and communication of hazard and risk must be shared between businesses to ensure a co-ordinated response is prepared and implemented.

You need to appoint one or more competent people to carry out any of the preventive and protective measures needed to comply with the legislation. This person could be you, or an appropriately trained employee or, where appropriate, a third party.

Your fire risk assessment should demonstrate that, as far as is reasonable, you have considered the needs of all relevant persons, including disabled people.

## **Six Steps to Fire Risk Assessment**

### **1. Identify the hazards.**

- Sources of ignition
- Sources of fuel
- Sources of oxygen.

### **2. Identify people at risk.**

- Employees
- People in and around the premises
- Vulnerable persons, disabled etc.

### **3. Evaluate, remove, reduce and protect from risk.**

- Evaluate the risk of fire occurring.
- Evaluate the risk to people from fire.
- Remove or reduce the fire hazards.
- Remove or reduce the risks to people.

### **4. Consider:**

- Detection and warning
- Fire fighting
- Escape routes and travel distances
- Lighting
- Signs and notices
- Maintenance.

### **5. Record, plan, inform, instruct and train.**

- Record the significant findings and action taken.
- Prepare an emergency plan.
- Inform and instruct relevant people; co-operate and co-ordinate with other businesses.
- Provide training.

### **6. Review**

- Keep assessment under review.
- Revise where necessary.

**MONITORING  
HEALTH AND SAFETY**

## 8. MONITORING OF HEALTH AND SAFETY

Measurement is essential to maintain and improve our health and safety performance to identify how effectively we are controlling risks and how well we are developing a positive health and safety culture.

There are two types of performance monitoring, active and reactive.

### **Initiative-taking monitoring**

Monitoring is a line manager's responsibility and each of the key management positions are expected to play their part in monitoring achievement against relevant health and safety standards. Managers will be expected to provide evidence that they have conducted monitoring within their areas of responsibility and they are reinforcing their commitment to health and safety objectives in general and helping to develop a health and safety culture.

This approach to proactive monitoring gives the Town Council feedback on its performance before an accident, incident, or case of ill health.

Managers and supervisors with defined health and safety responsibilities must monitor in detail the areas for which they have day to day control. Much of this checking will be informal and not recorded but formalised, structured checks are also essential to ensure all areas are covered and to demonstrate compliance to senior managers who must in turn seek assurance that first line monitoring is taking place.

Employees who take a proactive interest or represent groups for health and safety can also be involved with monitoring and may take the format of a health and safety tour or if more formally via a devised checklist.

### **Reactive monitoring**

Reactive monitoring of events including accidents, incidents, cases of ill health or property damage provides an opportunity to check performance and learn from mistakes and improve control measures.

Trends and common features arising from accidents and incident investigation can identify jobs or activities where future health and safety initiatives would be most beneficial. Investigations may also provide valuable information in the event of legal action or an employee claim.