



# FSG Property Services Ltd

Unit 9 Avant Business Centre  
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Bletchley  
Milton Keynes  
MK1 1DR  
Tel. 01908 639371

## Health & Safety Policy Documents



*Issue 13*

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## THE HEALTH & SAFETY AT WORK ETC. ACT 1974

### GENERAL STATEMENT OF POLICY

1. Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.
2. We confirm that health and safety are management responsibilities ranking equally with those for production, work output, sales, costs and similar matters concerning the running of our business.
3. It is the duty of all employees, regardless of status, to act responsibly and to do everything possible to prevent injury to themselves and others who may be affected by their acts or omissions.  
We aim to create an active, effective, safety culture within the company and to ensure this; the participation of all employees in health and safety matters is positively encouraged.
4. The MANAGING DIRECTOR has the prime responsibility for health and safety, in order to make the commitment of the Company precise, and to provide points of reference for any employee who is faced with a conflict between the demands of safety and those of production or work output.
5. The allocation of duties for health and safety matters, and in particular arrangements which we have made to implement the policy, are set out below.
6. The Company will adopt the best practicable means to minimise its impact on the environment and meet its legal obligations.
7. The policy will be kept up to date as the business changes in nature and size. To ensure this, the policy and the way it has operated, will be reviewed every year.
8. The organisation is committed to continually improving its' safety performance in line with its' OHSAS 18001 certification.

SIGNED



MANAGING DIRECTOR

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# **ORGANISATION and RESPONSIBILITIES**

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## ORGANISATION and RESPONSIBILITIES

*FSG Property Services Ltd, hereafter called "The Company", is a medium sized business with a correspondingly simple organisational structure. Inevitably there is a certain amount of overlap between the various job functions and so some duties will apply to several people depending on the scope and complexity of the work being undertaken.*

*Reference to site working also includes working on commercial properties, in private houses, flats or other accommodation that may or may not be occupied.*

*Any reference to employees also includes any Net CIS self-employed sub-contractors.*

The main health and safety duties of the people within the organisation are shown in the attached chart and are detailed below.

### 1. Directors

**Jon Lennox**, as the Managing Director, has the overall and final responsibility for all matters of health and safety. In his absence the other Director, **Jason Morgan**, will act as his deputy.

It is the Directors responsibilities to;

- ◆ Be directly responsible for implementing the Company safety policy and ensuring that it is understood at all levels within the company.
- ◆ Be aware of the requirements of the Health and Safety at Work etc. Act 1974 and all Regulations and Codes of Practice relevant to the Company's business.
- ◆ Ensure adequate training is given to all employees to ensure they can carry out their work in a safe manner.
- ◆ As the person responsible for contractual matters he must review the sequence of statements and assessments required under relevant Regulations, are adequately carried out and implemented.
- ◆ At the planning stage determine the most appropriate safe system of work, preparing any necessary risk assessments and method statements.
- ◆ Clarify the responsibilities of Sub-Contractors and others as defined in the safety policy.
- ◆ Be the co-ordinator and centre of communication for all matters where the Construction (Design and Management) Regulations 2015 apply ensuring that everyone in the Company carries out their duties in a competent and professional manner.
- ◆ Co-operate with the Client's CDM Representative (Principal Designer) in preparing, updating and enforcing the project safety plan.
- ◆ Ensure that in tendering, at planning stages and in carrying out work, allowance is made for adequate safety and welfare facilities and equipment to be provided, that hazards that might occur due to overhead or underground services or other situations are taken into account.
- ◆ To investigate the possibility of any potential site or individual building being contaminated by any harmful article or substance (e.g. poisons, flammable substances, vermin infestation, biological or toxic waste, (especially asbestos) and to develop a plan to deal with such contamination safely and to fully comply with any relevant legislation.

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- ◆ Arrange for adequate funds and facilities to meet the requirements of the safety policy and relevant legal requirements.
- ◆ Be responsible for ensuring that all reported accidents are investigated and recorded, and that all dangerous occurrences, fatalities, major injuries, or relevant diseases are reported to the Health and Safety executive as detailed in the safety policy.
- ◆ Ensure that the requirements of the Joint Voluntary Code of Practice for the prevention of fire on building and construction sites are complied with at all times.
- ◆ Ensure that all registers, records and reports are completed at prescribed intervals.
- ◆ Ensure that work, once started, is carried out safely, that the requirements of all relevant legislation and codes of practice are being complied with, and that safe systems of work are maintained.
- ◆ By personal example ensure that all subordinates recognise the importance of fully complying with the requirements of the safety policy and liaise with the Safety Officer at all times.

## 2. Managers & Supervisors

The duties of the Managers and Supervisors are as follows;

- ◆ Be familiar with and conform to the Company's safety policy at all times.
- ◆ Have a working knowledge of the Health and Safety at Work etc. Act 1974, relevant Regulations and codes of practice.
- ◆ Organise and control work locations and sites so that work carried out is to the defined safety plan.
- ◆ Assist in the selection of trained and competent contractors and sub-contractors that can undertake the allotted tasks in a safe and workmanlike manner.
- ◆ Maintain a register of pre-qualified sub-contractors.
- ◆ Give all subordinates precise instructions on their responsibilities for health and safety matters.
- ◆ Ensure that all machinery, plant and work equipment is maintained correctly.
- ◆ Ensure that all employees and contractors are only employed on work for which they have been trained.
- ◆ Liaise with the Main Contractor, Sub-Contractor and other individual Contractors who are working on the same site to ensure safety matters are dealt with in a co-ordinated manner.
- ◆ Check that any hired-in plant or equipment is suitable for the work in hand and that where appropriate, copies of current statutory documents are made available.
- ◆ Ensure that where necessary suitable personal protective equipment is provided, used, correctly stored and maintained.
- ◆ Ensure that statutory first aid equipment is provided and its location is known by all employees.
- ◆ Ensure that all accidents are recorded in the accident book and that an adequate record and investigation is carried out.
- ◆ Report any dangerous occurrences, fatalities and major injuries to the site Safety Officer without delay.
- ◆ Maintain site security, and tidiness so as to minimise risk to the general public.
- ◆ By personal example ensure that all subordinates recognise the importance of fully complying with the requirements of the safety policy.

## 2. Employees

All employees, **including self employed sub-contractors**, have a vital part to play in ensuring the Company's safety policy is complied with and that a safe place of work is maintained at all times.

Employee's responsibilities are as follows;

- ◆ Co-operate with the Company in its arrangements for complying with its legal duties.
- ◆ Comply with the duties imposed upon them by the Health and Safety at Work etc. Act 1974 and attendant Regulations.
- ◆ Take reasonable care of their own safety and that of others who may be affected by their acts or omissions at work.
- ◆ Neither intentionally nor recklessly interferes with anything provided for their health, safety or welfare.
- ◆ Refrain from horseplay.
- ◆ Use any personal protective equipment that is issued to them in accordance with the training given.
- ◆ Avoid improvisation.
- ◆ Not to operate any equipment, plant or machinery unless they have received adequate training and instruction together with official authorisation to use the equipment.
- ◆ To inform Management of any defects in work equipment, materials or system failure that could compromise the health and safety of themselves or others.
- ◆ Inform management of any change to their state of health, either temporary or permanent that might affect their working ability or their suitability to carry out any particular task.

#### 4. Safety Advisors

**Mr. Geoff de Carteret** is the appointed person, required under the Management of Health and Safety Regulations 1999 (reg. 6) to assist the company to take the necessary measure to comply with the requirements and prohibitions imposed upon it under relevant statutory provisions.

He is qualified to carry out this function by holding the following relevant qualifications;

- ◆ NEBOSH NGC Certificate
- ◆ Diploma in Management Studies
- ◆ NEBSS Certificate
- ◆ Scaffold Inspector
- ◆ Asbestos Awareness
- ◆ Working at Height
- ◆ Manual Handling
- ◆ Train the Trainer
- ◆ First Aid (3 day course)
- ◆ RAMS Course

**Mr Matt McGhie** is the company Health and Safety Supervisor and assists the above in managing the H&S systems and procedures in place within the company.

He is qualified to carry out this function by holding the following relevant qualifications;

- ◆ NEBOSH NCC Certificate
- ◆ Scaffold Inspector
- ◆ Asbestos Awareness
- ◆ Working at Height
- ◆ Manual Handling
- ◆ PASMA
- ◆ First Aid (3 day course)
- ◆ Fire Marshall

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## 5. Safety Culture

The Company is committed to fostering an active, enthusiastic, and positive health and safety culture within all its work activities.

To enable this to occur and to comply with the Health and Safety (Consultation with Employees) Regulations 1996, the Company will consult with all employees and contractors directly on matters of health and safety.

## End of organisation section

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# ARRANGEMENTS

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## ARRANGEMENTS

*FSG Property Services Ltd have offices and storage at Unit 4b Avant Business Centre, Third Avenue, Bletchley MK1 1DR. The Directors and Company employees are based at these premises. There is a sub depot co-located with Travis Perkins, Gateshead Close, Sunderland Road, Sandy, SG19 1RS.*

*Most of the Company's activities take place in individual properties or on various sites as required by the contract with the main contractor or directions of the client.*

*There is a separate procedure dealing with the selection and control of contractors.*

The paragraph numbers used in this section are for index purposes only and do not indicate priorities.

### 1. ACCIDENTS

All accidents, no matter how trivial, are to be recorded in the accident book that is kept in the company office or on site as the case may be. It is also necessary to report accidents to the site Safety Officer or the Main Contractor's safety officer if appropriate.

All accidents and near misses are investigated to establish exactly what happened and what lessons can be learned to prevent recurrence.

Accidents and incidents which are reportable under RIDDOR are dealt with by **Matt McGhie**.

Online at [WWW.HSE.gov.uk](http://WWW.HSE.gov.uk)

Telephone **0345 300 9923** (Mon-Fri 0830 to 1700 hours)

Email [riddor@natbrit.com](mailto:riddor@natbrit.com)

A record of all accidents and near misses is maintained.

A yearly analysis of accidents will be conducted

There is a separate comprehensive system for the reporting and investigation of accidents (FSG 302).

### 2. FIRST AID

**Matt McGhie** will be responsible for identifying the first aid requirements and for making them available. He will brief the employees on site about the first aid arrangements made and will tell them exactly how to summon emergency help.

Personnel trained in First Aid are listed at Annex 1. Where possible the Company shares site first aid facilities with the Main Contractor.

### 3. FIRE

**Jon Lennox** is the Responsible Person as defined in the Regulatory Reform (Fire Safety) Order 2005 for all matters relating to fire both at the depot and on the various work sites.

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**Andy Mallett and Matt McGhie** carry out the duties of Fire Marshalls.

A monthly visual inspection of the following items is carried out and a record is made in the Fire Log Book.

- ESCAPE ROUTES & FUNCTION OF FIRE DOORS
- FIRE EXTINGUISHERS
- STATUTORY NOTICES

Fire equipment is maintained on a contract basis as follows:

- EXTINGUISHERS      Competent Contractor

Regular evacuation drills are carried out at 6 monthly intervals and the results are recorded in the Log Book.

Jon Lennox is responsible for arranging fire safety training for all personnel with particular emphasis on any new starters.

When site working takes place (usually involving contractors) the Company accepts and works to the **Joint Code of Practice for Fire Prevention on Construction Sites**.

The HSE guidance note CIS No. 51 "Construction Fire Safety" is given to all employees for their reference and guidance.

The Directors will assess the exact requirements for each site at the survey or tender stage incorporating them into method statements and safety plans as appropriate.

Once work begins **Matt McGhie** will be responsible for ensuring the fire precautions procedures are carried out, liaising with the others using the site as necessary.

#### 4. ON-SITE WELFARE

Where work is taking place in a private dwelling, arrangements will be made with the owners/occupiers for the use of their existing facilities if allowed and only with their permission for minimal emergency use. If this is contractually forbidden, other arrangements will be made.

In the case of working in 'void' properties the onsite facilities will be utilised and subsequently cleaned to the required standard prior to handover of the property.

Where site working is involved the following welfare facilities will be provided and are considered to be the minimum;

- Toilet and washing facilities
- Drying space
- First aid facilities
- Temporary office/store
- Mobile telephone
- These basic facilities will be supplemented where appropriate by the use of common facilities provided by the main contractor.

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FSGPS Ltd own two mobile oasis type trailer mounted welfare units which are deployed to sites as required. On major project sites cabin type facilities are hired in from reputable providers.

## 5. TRAINING

All employees and self-employed sub-contractors receive basic health and safety, site safety and any other training required on joining the Company as part of their induction process upon initial employment with the company.

Where necessary all employees receive site specific induction training from the Main Contractor or Project Manager prior to attending site.

### General training

The Company only employs fully trained and competent persons who must produce satisfactory evidence of their training and suitability before they begin work.

The same applies to Net CIS self-employed sub-contractors. Bona Fide contractors (usually Ltd companies) will provide details of staff training prior to commencement of any works managed by FSGPS Ltd.

Where necessary specific job training is given before the employee is allowed to begin any particular task. Further training is given if the employee is exposed to a new or increased risk due to;

- Change of job or responsibility.
- Change of working site – contract/site specific induction.
- Introduction of new or modified plant, work equipment or systems of work.
- Introduction of new technology.

Health and Safety training will be repeated periodically or when the need is identified. This may be in the form of formal training course, in-house and external, on-site training or updates via Tool Box Talks delivered by Line Managers and recorded.

All employees have a training record file, which is kept up to date by the Health and Safety Officer, Matt McGhie. Annual refresher training will be programmed and delivered to ensure that all staff are up to date.

Training will be reviewed in the quarterly Management Meetings in order to manage and meet the needs of the company to provide services to our clients.

### Special training

The Managing Director is responsible for ensuring that employees receive appropriate training before being allowed to undertake such activities.

A register of persons trained and authorised to undertake work requiring special training is maintained by the Health and Safety Supervisor.

The following activities have been identified as requiring special training in addition to general training.

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Ser	Training Details
1	First aiders
2	General working at height
3	Use of Easi-dec system scaffolding
4	Use of mobile tower systems
5	Use of MEWPS
6	Manual handling
7	Site Supervisors (SSSTS)
8	Site Managers (SMSTS)
9	Asbestos awareness
10	Face fit for type P3 masks
11	Electricians
12	Gas fitters
13	Hot working
14	PASMA
15	IPAF

The above list is not exhaustive and further details can be found in the Training Logs.

## 6. HAZARDS AND RISK ASSESSMENT

A **HAZARD** is something that has the potential to cause harm; this can include machines, work equipment, substances, methods of work and other aspects of work organisation.

**RISK** is the likelihood that the harm from a particular hazard is realised. Risk reflects both the likelihood that harm will be caused and its severity.

Where possible a quantitative approach is made to assessing risk, taking into account likelihood, severity and number of people involved so that a prioritised action plan can be drawn up to;

- Eliminate the risk, but if this is not possible to:
- reduce the risk so far as is reasonably practicable, then
- control the residual risk

The Company has a separate procedure for conducting risk assessments.

## 7. ON-SITE WORKING

This is subject to the normal hazards of construction work and the possible additional hazards of working in close proximity with other undertakings on the same site.

At the tendering stage the Managing Director will identify all the likely hazards and will conduct the necessary risk assessments.

Whilst not an exhaustive list, hazards inherent in the following activities will be taken into account (the hazards found in private dwellings are more limited but the same principles apply);

- Other contractor's activities on the site.
- Vehicle movements within the site and on entry and exit.
- Site security and protection of the general public.
- Control of visitors to the site or work area.
- Overhead and underground services.

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- Interior services hidden behind walls and other structures.
- Control and storage of hazardous substances – paints, solvents, adhesives, fuels and lubricants etc.
- Flammable gases.
- Fire and hot work.
- Use of plant, equipment and portable tools.
- Working at height – scaffolding, roof work etc.
- Ladders, steps and platforms.
- Manual handling.
- Asbestos and other toxic waste.
- Site contours and proximity to deep water.
- Contact with residents and public.
- Any other hazardous activity.

Before work begins every effort will be made to eliminate, reduce and/or control relevant risks. The findings of all risk assessments will be effectively communicated to all relevant employees and others who may be involved with the work.

These risk assessments are kept under review throughout the contract.

The Company has a separate detailed procedure for conducting risk assessments.

## 8. CONTROL OF VISITORS AND ACCESS TO WORKING AREAS

The Company accepts that it has a common duty of care to all visitors, the general public, and other people not in their employ that they are not exposed to risks to their health whilst in the offices or any work area under control of the Company.

All visitors will be made aware of any hazards, emergency procedures and relevant health and safety rules and will be under the control of a competent employee at all times.

In the event of fire or other emergency all visitors will be accounted for in the same way as normal staff to ensure they have safely vacated the premises.

Every effort will be made to keep children away from all work sites and activities as they have no legitimate reason for being present.

All unauthorised personnel will be excluded from areas where the type of work in progress requires this or could pose a risk to such personnel.

When working in occupied premises operatives will brief the resident about the work being undertaken and advise them of the inherent risks and their responsibilities in assisting the company ensure the safety of everyone on site.

## 9. CONTROL OF CONTRACTORS

The company uses bona fide contractors and Net CIS self-employed sub-contractors to undertake;

- Specialist tasks e.g. electrical and gas installation work, asbestos removal etc.
- The installation and renovation work in existing dwellings or on new-build construction sites.
- Augment the permanent staff to suit peaks in work load.

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- Any other work that may become necessary depending on the particular contract.

Only **competent contractors** will be allowed to work on behalf of the Company. Proactive steps will be taken to assess the competence of all potential contractors covering health and safety and specific skills and abilities.

A register of Approved Contractors is maintained by the Directors thus contracts will only be let to those who have demonstrated an understanding of health and safety and an ability to manage their work safely.

Before any contract is let to an approved contractor the following steps will be taken;

- A responsible person will be nominated to liaise with the contractor usually the Director of Operations or the Managing Director.
- A detailed specification of the work, highlighting any known hazards, will be drawn up by the Director of Operations and issued to the contractor.
- The contractor will in turn nominate a responsible person to oversee the work and provide full details of any specific hazards and risks associated with his type of work, together with risk assessments and method statements covering all aspects of the work specified by the Company.
- A series of staged meetings will be held to ensure that all necessary health and safety information is exchanged, that all CDM 2015 and other statutory requirements are met, and that a satisfactory safety plan is developed.
- Any contractor not performing satisfactorily will be removed from the approval list.
- Site induction training and information will be given to all contractors employees before they begin work. It will be made clear that they will be subject to ALL site safety rules.
- Improvisation or deviance from the agreed method statement or other safe working plans will not be tolerated.
- The Company will have the right to stop any contractor if it is felt that unsafe working methods, equipment or substances are being used.
- The Company requires all contractors to sign a safety declaration and to accept and abide by its "Rules for Contractors".

## 10. HAZARDOUS SUBSTANCES

All hazardous substances specified or used by the Company and its contractors will be assessed prior to use as required by COSHH Regulations 2002 (as amended 2004). As far as is reasonably practicable hazardous substances are avoided with safer alternatives being sought.

For all substances the following rules apply;

- No substance will be brought into use, by any means, until it has been assessed, found suitable, approved and entered on the approved substances register.
- Full information about the hazards and safe handling of each substance will be given to relevant persons including contractors and the self-employed.
- Full training in the safe use of the substance will be provided.
- Where necessary suitable personal protective equipment (PPE) will be issued and maintained. Operators will be trained in the correct use of the PPE.
- Where necessary health surveillance is practised.

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**A hierarchy of controls is to be followed;**

- Elimination – use a different, safer, process
- Substitution – use a different, safer, substance
- Isolation – keep substances away from people
- Enclose the process
- Use of local exhaust ventilation – specific to the process
- General ventilation – reduces the substance concentration
- Good housekeeping practices – clearing up spills and contaminated waste
- Minimise time of exposure – less time = less risk
- Training – in what the risks are and how to work safely
- Use of personal protective equipment (PPE) – only protects those people wearing PPE

Controls getting weaker

## 11. ASBESTOS

Asbestos is a potentially very dangerous material that can give rise to serious illness, which is usually fatal, many years after exposure. Work involving asbestos is strictly controlled by the Control of Asbestos Regulations 2012.

Before any work involving asbestos is contemplated a site survey will be conducted by a competent organisation/person to locate and identify any asbestos and to detail associated risk during the proposed work.

A full risk assessment will be conducted as required under the Control of asbestos regulation 2012 before any work is accepted.

The Company is most likely to normally encounter existing **asbestos cement** sheeting, cladding, tiles, pipes, guttering and similar ductwork which is classed as Non Notifiable Non Licenced Works. The Company will only undertake non-licensed work involving asbestos using workers who have had formal asbestos awareness training and have had face fit tests for their respirators.

Work involving any other type of asbestos such as asbestos insulation board (AIB) or fragile pipe insulation will be referred back to the client and subsequently placed with a competent HSE licensed contractor who will be a member of the Asbestos Removal Contractors Association.

All employees and contractors have been given strict instruction that if they encounter asbestos unexpectedly in the course of normal work they are to **stop work immediately** and report matters to the Managing Director.

Work must not recommence until the matter has been investigated and appropriate action is taken in compliance with CAR 2012.

The company has a separate detailed Asbestos Procedure in place.

## 12. LEAD

Lead can be present in old electrical cabling, plumbing, roof flashing, old paintwork etc but is unlikely to be encountered on a regular basis.

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Should any work involving lead be undertaken a suitable and sufficient risk assessment will be conducted in accordance with the Control of Lead at Work Regulations 2002 (CLAW).

### 13. WORK EQUIPMENT

All work equipment used within the Company will be of good initial quality, will be CE marked and will be properly maintained. Where necessary a register of maintenance of work equipment will be maintained.

The Director of Operations will ensure that all work equipment purchased will be suitable for the intended work.

### 14. PORTABLE POWER TOOLS

Portable power tools such as drills, angle grinders, saws, sanders etc will be either battery operated or will operate at 110volts via a suitable centre-tapped transformer giving 55 - 0 - 55 volts.

If it is essential to use 230volt tools they will only be used in conjunction with a residual current device (RCD).

Where RCD's are used they will be tested at least daily using the test button provided on the device.

Where appropriate all electrical power tools (other than battery operated) will be PAT tested at regular intervals and a record made of the results.

Other electrical equipment used by the company (PC's, office equipment, heaters etc) will also be PAT tested at the prescribed intervals according to usage and movement.

### 15. HOT WORKING

Hot working involves the use of blow lamps, soldering equipment, welding and cutting of any kind, the use of angle grinders and other equipment that can produce sparks.

Where work involving this type of equipment is to be carried out, a "Permit to work" should be obtained from the Site Supervisor and special precautions taken including;

- The area is to be made as safe as possible before work commences.
- Shielding techniques to be used on any combustible material that cannot be removed from within the range of flames or sparks.
- Portable fire extinguishers to be provided and readily available.
- A watch should be kept while work is in progress and for sometime afterwards for signs of fire or smouldering. This is particularly important where there is a cavity behind the working area.
- The use of naked flames or activity MUST cease at least one hour before the end of the working day, and the work area thoroughly inspected before it is left.
- Line Managers must check that all Hot Works Permits are correctly completed.

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## 16. DEMOLITION WORK

Demolition work is strictly limited to removing specified non-load bearing internal walls, partitions and other structures necessary during the renovation work.

Full details will be included in the site specific method statement.

## 17. PERSONAL PROTECTIVE EQUIPMENT (PPE)

The Personal Protective Equipment at Work Regulations 1992 will be adhered to at all times.

PPE is to be used as a last resort after attempts have been made to eliminate risks to health or effectively control them by engineering and safe system controls.

There are a number of reasons for this approach;

- PPE protects only the person wearing it, whereas measures for controlling the risk at source can protect the whole workforce.
- Theoretical levels of protection are seldom achieved. Effective protection is only achieved by suitable PPE, correctly selected, fitted, maintained and properly used.
- PPE may restrict the wearer by limiting mobility or visibility, or by requiring additional weight to be carried.

Where a risk assessment identifies the need for an article of PPE it will be issued free of charge by the Company or the Contractor as appropriate. PPE will be of suitable design to control the risk, will fit the user, be compatible with other items of PPE to be worn and will be CE marked.

The Managing Director together with the Contractor is responsible for the selection and provision of suitable PPE.

The users will be trained in the proper use, cleaning, and maintenance of the PPE and will be provided with a suitable place to store it correctly.

Persons working with asbestos cement and other non-notifiable products have been trained and tested for the face fit of type P3 respirators.

Due to the constant presence of certain hazards all on-site workers (and visitors) will wear the following PPE at all times;

- Suitable protective footwear.
- High visibility outer clothing.
- Work clothing suitable for the task at hand
- Hard hat – where RAMS direct or there is a risk of hitting one's head
- Any other equipment required by the nature of the work as identified in a risk assessment e.g. eye protection, hearing protection, gloves etc.

Employees are required to immediately report any defect, deficiency or malfunction of PPE so that a replacement item can be issued.

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## 18. SAFETY MONITORING SYSTEMS

Safety monitoring is a proactive system for checking, measuring and evaluating safety performance of contractors involving safety inspections, audits, and surveys.

Site Safety Inspections are carried out at regular intervals on projects of long duration and Line Managers are set targets for inspections of works under their control.

All SSI's are reviewed by the HSQE Department and analysed to identify trends etc.

At irregular intervals the Director of Operations will conduct spot-check audits to ensure all safety procedures are being adhered to by all employees, agents of the company and visitors.

## 19. WORKING AT HEIGHT

*The Company has a separate detailed policy and procedure for work at height that gives full details.*

Working at height is recognised as a very hazardous activity that can result in serious injury or even death. The construction industry has a very high number of injuries caused through work at height.

The Work at Height Regulations 2005 applies to all aspects of work within the company.

One of the important new concepts is that all working above ground level will be considered "work at height" without any minimum height being mentioned.

All work platforms (usually scaffold or similar product) over 2 metres have to be inspected by a competent person before use and at intervals of not more than 7 days.

The main cornerstones of the regulations are;

- Avoid working at height if at all possible
- Prevent falls of people and objects – assess the risks and use the correct equipment.
- Mitigate the consequences of a fall – minimise the distance and the consequences.
- Collective protection – nets, guard rails should take precedence over individual protection methods.

It is Company policy that no one should work at height unless it is absolutely essential.

If any work at height is necessary the Director of Operations together with the installation contractor will conduct a full risk assessment. From this assessment a **safe system of work** will be developed which will be fully communicated to all people concerned. If necessary, training will be given to relevant persons.

The job may require a **permit to work certificate** issued by the Director of Operations.

Certified competent scaffold inspectors are listed at Annex 4.

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## 20. LADDERS AND STEPLADDERS

*Ladders and stepladders are NOT the Company's preferred method for any working at height but they are sometimes useful when other methods are impractical.*

Ladders are best used as a means of getting to a workplace. Ladders and stepladders will only be used as a workplace for short-term duration work. The top step of stepladders must not be used as a work platform. They will only be used for light work.

Ladders will only be used in conjunction with a firm footing and an adequate means of tying off the foot and the top to prevent slipping. The "one out for every four up" rule will be observed at all times.

All ladders and stepladders used by the Company employees and self-employed sub-contractors will be inspected regularly by a competent person as follows;

- Check the stiles are not damaged, buckled or warped, no rungs are cracked or missing and any safety feet are not missing.
- The ladder has not been painted or has any coating that may cover up defects.
- That it is suitable for the job in hand.

Defective ladders will be withdrawn from use immediately for professional repair or scrapping.

The ladder will be tagged with the appropriate marker and the log updated. The master log will be held by Matt McGhie, the Health and Safety Supervisor.

In most instances access ladders are provided by the Contractor to whom any deficiencies found will be reported immediately.

## 21. WORK ON GAS & ELECTRICAL SERVICE

Work on these services is strictly controlled by law and only suitably qualified and experienced people will be allowed to work on them.

Gas fitters must be **Gas Safe Registered** Look for the logo below on all correspondence and on operator's registration cards.



Gas Safe Register  
PO BOX 6804  
Basingstoke  
RG24 4NB  
+44 (0)800 408 5500

Electricians will be suitably qualified to work to IEE Wiring Regulations (17<sup>th</sup> Edition) & part P of the Building Regulations.

No other persons will be allowed to work on gas or electrical services.

Authorised personnel are listed at Annex 2.

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## 22. MANUAL HANDLING

*The Company has a detailed policy and procedure for manual handling that gives full details.*

Manual handling injuries can be very severe and can have long term effects. One third of all reported injuries occurring in the construction industry are caused by manual handling operations.

The Company recognises its responsibilities contained in the Manual Handling Operations Regulations 1992.

Large items are always lifted by mechanical means if possible, however smaller items often require some form of manual handling.

Aluminium and PVC sections, lengths of timber, sections of tower scaffolds, boxes or bags of nuts and bolts, power tools, hand tools etc can be very difficult to handle safely especially when working at height or in adverse weather conditions.

Oversize and awkward items should be managed by two operatives as a minimum to reduce the any deleterious musculoskeletal effects that could occur. Each operative is make their own assessment to identify whether assistance is required or not. This is especially important when attending locations individually i.e. residential properties to renew kitchens, bathrooms etc.

Manual handling will be avoided so far as is reasonably practicable but where it is necessary Company policy is;

- Train employees in the recognition of risk and safe handling methods
- No one should tackle any MH activity that is beyond their physical ability
- Where possible loads will be divided into smaller lots e.g. nuts and bolts put into smaller boxes, paint to be decanted into a small paint kettle.
- "Two man" lifting will be practised for heavy or awkward items.
- Operators should lift with bent legs and a straight back and must not twist their bodies or make awkward movements whilst lifting.
- Stairs, the cages of MEWPS, etc. will be negotiated with particular care.
- Any complaints or reports of MH injuries will be taken seriously and will be fully investigated.

## 23. SAFETY SIGNS

The Managing Director, in conjunction with the HSQE Team will assess the need for on-site safety signs including;

- Statutory signs and notices
- General site health and safety signs
- Specific warning signs relating to the work in hand – wet paint or men working above etc.
- Warning signs to children
- PPE requirement signs

Site packs for all project work will contain the required signage for display at the location.

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Operatives will be issued with sufficient warning signage for the type of work they are carrying out. This is to be displayed at all work locations.

## 24. PROTECTING THE PUBLIC

All the work may take place on occupied dwellings or in very close proximity to them, over access doors, windows, footpaths etc used frequently by the householder and others.

Work will also take place next to public footpaths, roadways, gardens and landscaped areas.

It is vital to maintain a safe means of access to and egress from each property so the householder and others remain safe at all times whilst preventing unauthorised access to the working areas.

The following guidance must be followed;

- Be considerate at all times as you are working on other peoples homes and within their living environment.
- Do not park vehicles where they could cause an obstruction, hazard or nuisance to others.
- Do not obstruct any pathways or other access points, such as dropped kerbs etc.
- Respect gardens and landscaped areas.
- Ensure that when working at height no articles of any description are allowed to fall to the ground. **ABSOLUTELY NO BOMBING ALLOWED.**
- Keep emissions of dust and noise to an absolute minimum. Radios and similar electronic equipment are not allowed as these can be very annoying to local residents.
- Tell householders in advance when you will be working on or very close to their residence so they can plan their activities accordingly. Tell them about all hazards that may be involved in the course of the work.
- Request householders to keep all occupants, visitors, pets etc out of the working area.
- Always clear up the site at the end of each day so as not to leave any tripping or slipping hazards.
- Dispose of all waste properly in a safe and tidy manner.
- Exclude access to working areas by unauthorised personnel by means of signage and physical barriers wherever possible. It may be necessary to post a guard to prevent access on occasion.

For some projects operators are likely to encounter vulnerable persons who may live in or near the properties being worked on. Extra care and attention must be given to the needs of such persons and allowances must be made for their possible limitations.

Vulnerable persons may include;

- Anyone with a physical disability.
- Wheelchair users.
- Anyone with impaired vision or hearing.
- Elderly persons.
- Expectant mothers.
- Children and young persons under 18.
- Persons with learning difficulties.
- Those whose first language is not English.

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## 25. DRUGS AND ALCOHOL

The Company has a “zero tolerance” policy for both alcohol and non-prescription drugs.

**The consumption of alcohol and illegal drugs on-site or on company premises is strictly forbidden and will be treated as serious misconduct and will be dealt with under the Company’s disciplinary procedure.**

**Employees dealing in drugs and/or alcohol on the premises will be dismissed.**

Contractors who break these rules will be removed from the approved supplier list.

## 26. PROTECTING THE ENVIRONMENT

*The Company has an environmental management system that contains full details.*

The Company and its employees are committed to protecting the environment from any adverse effects of its activities. The main threat to the environment is the use and disposal of hazardous substances e.g. adhesives, paints, solvents, etc.

To accomplish this, the following policy is in place;

- Water based materials will be selected in preference to solvent borne ones.
- No waste of any type will be allowed to enter drains, sewers, rivers, lakes and other water courses.
- No waste will be allowed to contaminate the land.
- All wastes will be collected in suitable containers provided by the Main Contractor for later disposal by a licensed waste contractor.
- Waste will be kept to an absolute minimum.
- The best possible use will be made of scarce raw materials.
- The use of energy will be kept to a minimum.
- Any accidental releases to the environment will be reported to the relevant authority immediately.
- Natural vegetation and wildlife will be respected and protected at all times.

## 27. WASTE DISPOSAL

If possible all waste will be disposed of into skips or bins to be provided by the main contractor.

Operatives dispose waste generated at individual premises in a responsible and legal manner usually into specially hired builders skip or if only small quantities, waste is taken back to the depot skip.

Hazardous waste will be disposed of to a licensed contractor. An Asbestos Disposal Register is to be maintained for all items of asbestos.

Wherever possible the waste will be segregated into the relevant types with a view to reuse and recycling before being sent to landfill which is seen as a last resort.

Waste disposal is also covered in the Environmental Management System in more detail.

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## 28. DRIVING at WORK

The Company has a range of vehicles at present that are used by the Directors, Managers and operatives to transport themselves, materials and work equipment to the various work location sites or to collect items from suppliers etc. They have been carefully selected to be suitable for the job.

A comprehensive set of instructions have been produced to support the above statement and are issued to each driver.

The licences of all drivers are to be obtained and assessed before the driver is permitted to drive any company vehicle and checks with DVLA carried out online.

All vehicles are to be regularly maintained, insured and taxed to be legally roadworthy. It is the responsibility of the driver to carry out daily routine maintenance of the vehicle in his/her care.

In general all vehicles that may be used by the Company will be;

- Suitable for the task to be undertaken.
- Not overloaded.
- Only be driven by competent licensed and authorised drivers.
- Not be loaded in such a fashion that loose or insecure goods or equipment could cause injury to the driver, passenger or other road users in the event of the vehicle being involved in a road traffic accident.
- Driven to comply with any traffic control systems in place at the particular site.
- Subject to regular inspections and planned maintenance
- Hand-held mobile telephone must not be used by the driver whilst the vehicle is being driven.

All vehicles are fitted with monitoring system that allows for reporting on fuel consumption, driver behaviour and will be used to enhance driver skills.

## 29. LONE WORKING

It may sometimes be necessary for Company employees or contractors to work alone in a particular location. In such instances extra precautions will be taken including;

- Regular communications between the worker and his supervisor either by visits or mobile telephone.
- A "log out" procedure will be adopted to ensure the worker leaves the site safely at the end of the task.
- No hazardous activities will be undertaken.
- Young persons and workers with relevant health problems will not be allowed to work alone.
- An assessment will be made concerning the security (e.g. risk of violence) of the worker and appropriate systems will be put in place.

## 30. HELP and ADVICE

Help and advice on matters of health and safety can be obtained from;

- Health and Safety Executive ([www.hse.gov.uk](http://www.hse.gov.uk))
- Geoff de Carteret HSQE Compliance Manager Mob 07834 321258

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- Matt McGhie Health & Safety Officer Mob 07808 765771
- The Main Contractor's Safety Officer if appropriate.
- Suppliers of equipment, substances etc
- Trade Associations
- Various web sites where H&S advice can be obtained
- Line Managers
- Project documentation
- Site job packs

## 31. VULNERABLE EMPLOYEES

These may include (list not exhaustive);

- Young persons (under 18 years old)
- Pregnant women
- People with impaired vision or hearing
- The disabled

The Company has a non-discriminatory employment policy so any of the above groups could be employed if they have the ability to do the work.

When such employees are taken on a suitable assessment of their needs will be conducted by the Directors and if necessary the Health and Safety Advisor to ensure their particular special needs are catered for to ensure their health and safety. The relevant legislation will always be observed.

## 32. CONSULTATION WITH EMPLOYEES

The company will seek to communicate and consult with employees on matters that may affect their health and safety and the principles of the Health and safety (Consultation with Employees) Regulations 1996 will be followed.

All employees will undergo induction which will include the advice that they can communicate any H&S concerns directly to the Management Team or Line Manager at any time.

Communication with employees will be via in house training, Tool Box Talks, Site Inspections and audits, ad hoc conversations and formal meetings.

Information will also be relayed to employees via the internal email system, notice boards, leaflets placed into payroll envelopes (sent by post to employees private address), poster campaigns on notice boards and verbally.

Feedback is very important and is encouraged at every opportunity from employees collecting materials at the warehouse counter to the MD visiting a site or visiting the offices.

End of arrangements section.

Annexes follow.

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# ANNEXES

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# Annex 1

## First Aiders

### FAW 3 day (3 years)

Forename	Surname	Start	Expire
Steve	Burry	19/02/2014	18/02/2017
Geoff	de Carteret	19/02/2014	18/02/2017
Dave	Gibbs	19/02/2014	18/02/2017
Martin	Smith	19/02/2014	18/02/2017
Rick	Stone	19/02/2014	18/02/2017
Leanne	Turnstill	19/02/2014	18/02/2017

### EFAW 1 day (3 years)

Forename	Surname	Start	Expire
Andy	Ball	27/06/2013	26/06/2016
Tony	Costin	27/06/2013	26/06/2016
Estelle	Dupuy	04/07/2013	03/07/2016
John	Johnstone	04/07/2013	03/07/2016
Andy	Mallett	27/06/2013	26/06/2016
John	May	04/07/2013	03/07/2016
Matt	McGhie	27/06/2013	26/06/2016
Steve	McWilliams	27/06/2013	26/06/2016
Jay	Mercer	30/09/2013	29/09/2016
Stuart	Milne	27/06/2013	26/06/2016
Gavin	Young	04/07/2013	03/07/2016

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**FSG Property Services Ltd**

## **Annex 2**

**Persons trained and authorised to carry out gas  
installation work**

### **PAYE Personnel**

**Steve Adams  
Mark Derrick  
Ergin Osman**

### **Approved Sub-Contractors**

**MK City Plumbing and Heating Ltd**

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## **Annex 3**

### **Persons trained and authorised to carry out electrical installation work**

#### **PAYE Personnel**

**Andy Mallett  
Stewart Beardon  
Shaun Peach**

#### **Approved Sub-Contractors**

**Refer to Approved Sub-Contractor Database**

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## Annex 4

### Persons trained and authorised to carry out scaffold inspections

#### Scaffold Inspectors (3 years)

Forename	Surname	Start	Expire
Geoff	de Carteret	19/08/2015	18/08/2018
Matt	McGhie	19/08/2015	18/08/2018
Dave	Gibbs	01/10/2015	30/09/2018
Martin	Smith	29/04/2014	28/04/2017
John	Johnstone	29/04/2014	28/04/2017
Steve	Morris	02/06/2015	01/06/2018

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## SAFETY POLICY – REVISION LOG

ISSUE	DATE	REVISION DETAILS	SECTION
01	September 2008	First edition	All
02	April 2009	Additional special training provided “Gas Safe” Registration replaces CORGI New section on Manual Handling New section on Protecting the Public	ARR 5 ARR 21  ARR 22 ARR 24
03	February 2010	Revision, removal of Environmental Policy and Accident Reporting, re-wording and referencing to external documents	All
04	March 2011	Annual revision and updating of appointed persons in Annexes	All ANN
05	March 2012	Annual revision and updating of appointed persons in Annexes	All ANN
06	April 2012	Update of Care of Asbestos regulation references.	All
07	March 2013	Annual revision and updating of appointed persons in Annexes	All ANN
08	January 2014	Annual revision and updating of appointed persons in Annexes	All ANN
09	August 2014	Inclusion of OSAS 18001 reference to Policy Statement	GPS
10	September 2014	Inclusion of Employee Consultation, Update of Annexes	ARR ANN
11	January 2015	Annual review	All ANN
12	January 2016	Annual revision and updating of appointed persons in Annexes	All ANN
13	January 2017	Annual revision and updating of appointed persons in Annexes	All ANN
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**SECTION KEY.**

GPS = General Policy Statement

ORG = Organisation (insert paragraph No.)

ARR = Arrangements (insert paragraph No.)

ANN = Annex

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