

Health and Safety Policy

It is the policy of WCG Environmental Ltd that its operations shall be carried out with the greatest regard for the health and safety of all workers.

Management believes that safety and efficient working practices go hand-in-hand. Every effort will be made to prevent injury to our employees by taking all possible steps to improve working conditions and practices. In order to ensure the safety of our workers, the company has developed this health and safety program manual with company policies and procedures that everyone must follow at all times. To enforce these procedures, management will make routine checks of the work site.

WCG Environmental Ltd functions in full conformity with all safety laws, regulations, codes and standards applying to operations to ensure the safety and protection of all those working in our operations. All workers are also expected to comply with the law and company job requirements.

Our incident prevention program must have the co-operative efforts of both the workers and management in order to be successful. Everyone must help recognize and eliminate hazards as they are found. With the daily commitment and support of everybody, we can work together as a team to reduce job hazards and maintain an efficient and safe operation.

Legislation

- 1a **THE HEALTH AND SAFETY AT WORK ACT 1974 - GENERAL DUTIES OF EMPLOYERS AND EMPLOYEES**
- 1a.1 The health, safety and welfare of employees is protected by law and companies have a duty to protect its employees and to keep them informed about health and safety.
- 1a.2 Employees have a responsibility to look after themselves and others.
- 1a.3 A company has a duty under the law to ensure, so far as is reasonably practicable, health, safety and welfare at work by:
making the work place safe and without risk to health;
keeping dust, fumes and noise under control;
ensuring plant and machinery are safe and that safe systems of work are set and followed;
ensuring articles and substances are moved, stored and used safely;

providing adequate welfare facilities;
giving its employees the information, instruction, training and supervision necessary health and safety.

It also has a duty to:

draw up a health and safety policy statement and bring it to its employees attention;
provide free, any protective equipment specifically required under health and safety legislation;
report certain injuries, diseases and dangerous occurrences to the enforcing authority;
provide adequate first aid facilities;
consult a staff safety representative;
set up a safety committee if asked in writing by two or more safety representatives;
take certain precautions against fire, provide adequate means of escape and means for fighting fire.

1a.4 An employee has legal duties under the Act, including:
taking reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions;
co-operating with the company on health and safety;
not interfering with or misusing, anything provided for their health, safety or welfare.

1a.5 Employees are also responsible for:
making themselves familiar with, and conforming with, any Statement of Policy, Regulation or Code of Practice in force from time to time;
reporting any accident, dangerous occurrence or hazard, whether or not physical injury has resulted;
using the appropriate protective equipment at all times, and ensuring that any such equipment is maintained in a reasonable condition;
abiding by any Control of Substances Hazardous to Health (COSHH) assessments and requirements;
ensuring that any employees under their supervision conduct themselves in accordance with any relevant COSHH assessments or other safety regulation;

MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS 1992

1b.1 These regulations further add to the responsibilities of both employer, employee and others.

1b.2 They are different in that they introduce the use of 'risk assessment' as a means of dealing with 'risks' and 'hazards in the workplace. As with the 'Health and Safety at Work Act', employers, employees and others have specific responsibilities as follows:

Employers:

Risk Assessment (including self-employed persons).

for planning, organisation, control, monitoring and review of the preventative and protective measures and record such arrangements.

Health surveillance appropriate to the risks identified by risk assessment.

Appointment of such competent persons as are necessary.

Implement procedures for serious and imminent danger and for danger areas.

Provide employees with comprehensible and relevant information.

Co-operate with other employers sharing the workplace.

Provide comprehensible information to the employer of employees of an outside undertaking and who are working in his undertaking.

Take into account the capabilities of employees as regards health and safety and provide adequate health and safety training.

Temporary workers.

Employees:

Use of machinery, equipment, dangerous substance, transport equipment, means of production or safety device provided in accordance with training and instruction provided by the employer.

Reporting of any work situation representing a serious and immediate danger to health and safety.

Reporting any matter that could represent a shortcoming in the employer's protection arrangements for health and safety.

Responsibilities

Managers and employees each have specific responsibilities, which are described in this section. Fulfilling these responsibilities is a good way to establish due diligence.

Managers

Managers are responsible for the following:

- Be aware of all safety considerations when introducing a new process, procedure, machine, or material to the workplace.
- Provide safety training to employees before assigning duties. Have employees sign-off on the training.
- Enforce all company safety rules consistently and fairly.
- Give maximum support to programs that promote health and safety.
- Review all accidents and complete Incident Investigation Reports, when required, to ensure that documentation requirements are fulfilled and appropriate action is taken to prevent recurrence.
- Report work-related incidents, when required, by completing the appropriate incident and accident form
- See that all injuries, even minor ones, are treated immediately and referred to a medical facility, if necessary.
- Inspect work areas often to detect unsafe conditions and work practices.
- Conduct regular health and safety meetings and inspections.
- Ensure that unsafe or harmful conditions found in the course of inspections or incident investigations are remedied without delay.
- Conduct risk assessments for potential hazards from violence in the workplace, ergonomics (sprains and strains), or emergencies.
- Conduct a safety orientation for all new employees, as well as existing employees who are learning a new role. Include the risks associated with the role.
- Eliminate or minimize risks to employees by implementing control measures, training and educating staff, and evaluating controls for effectiveness.
- Consult with staff members when identifying risks associated with ergonomics (sprains and sprains).
- Ensure that all employees are fit for duty. An employee must not be assigned to activities where a reported or observed impairment may create undue risk to the employee or anyone else. Consider the effects of alcohol, prescription and non-prescription drugs, and fatigue as potential sources of impairment.

Employees

At WCG Environmental Ltd we consider a healthy and safe workplace to be of major importance. We know that when our employees are healthy and happy, so are our guests. By practicing safe work procedures, keeping fit, and working toward preventing accidents, we can in turn improve morale, reduce pain and suffering, and build pride in our workplace.

Employees are responsible for the following:

- Never knowingly put yourself or others at risk.
- Participate in inspections and investigations where applicable.
- Work with care and attention at all times.
- Wear protective equipment as needed or required.
- Do not operate any machinery or equipment without receiving the proper instructions.
- Always report all injuries or symptoms, no matter how minor, immediately to your manager so that they can work with you towards prevention.
- Encourage coworkers to work safely.
- Report any unsafe acts or conditions to your manager and wherever possible remedy those conditions to ensure that no one gets hurt.
- Always check that guards, and safety devices on equipment are used as instructed.
- Maintain equipment in good, safe working order.
- Adhere to all safety rules and regulations.
- If in the unfortunate event you do get hurt, it is very important that you work with your doctor, and your management team towards a speedy recovery.
- Every employee has an obligation to meet the attendance requirements of the job. When an employee shows extraordinarily long absences, the rest of the team can be placed in a compromising position and conditions could become unsafe. Take whatever steps are necessary to improve your health and attendance.
- Assist in the creation of a safe work environment by recommending actions that will improve the effectiveness of the health and safety program.

Training, Education, and Supervision

Safety Training Policy

It is our policy to ensure that employee training is provided to enhance employee safety and meet regulatory training requirements.

Training Program Requirements

Good business practice and safety requirements dictate that each employee receives safety training:

- At the initial induction
- When employees receive a change in job task or new responsibilities requiring new induction
- When employees are exposed to new substances, processes, procedures, or equipment
- Whenever a new hazard is identified

Safety training brings new ideas into the workplace or re-establishes desired methods for achieving safer work practices. It also allows managers to review the other elements of the safety program with employees and ensure that they are put into action on a daily basis.

Manager Responsibilities

- Managers are expected to train employees in the proper use of equipment and safe methods of performing their jobs.
- Periodically, managers will receive management training. General safety orientation will be provided as part of new employee orientation process.
- It is the responsibility of managers to ensure that every employee has been oriented in safety matters and agrees, in writing, to abide by all rules.
- Managers are required to take the time to review the written safety rules with every new employee.

Safe Work Practices

All employees must be trained in safe work practices. The following areas must be covered:

- New employee safety induction
- General safety rules
- Safe work practices and risks for specific areas
- How to report workplace hazards and accidents
- First aid procedures and reporting

As new practices and procedures evolve, management is responsible for providing employees with further training to continually promote safety and awareness.

Health and Safety Orientation

Managers or supervisors are required to provide safety orientation to new employees or existing employees who are moving to a new position or a new worksite. Safety orientation may include the following:

- Induction and discussion of the company's health and safety philosophy and employee safety responsibilities
- Discussion and distribution of the health and safety employee training material and issues included
- Discussion about safety policies as they relate to the employee's work setting
- Procedures to follow when working alone
- Review of reporting procedures for work-related injuries and accidents
- Review of emergency procedures for reporting accidents and gaining medical treatment
- Documentation of training
- Communicate risks associated with injuries potentially arising out of violence in the workplace
- Communicate the risk factors associated with injuries potentially arising out of the physical demands of the job
- Review evacuation procedures in case of a fire or an emergency

Employee Safety Training

Managers are responsible for ensuring that employees who report to them understand the following:

- An employee will not undertake a job before receiving instructions on how to perform it properly or before being authorized to perform the job. If the employee has any doubt, he or she should immediately contact a manager.
- Safety rules are a condition of employment and must be adhered to by each employee. Rule infractions will result in disciplinary action.
- Mechanical safeguards (for example, the slicer guard) provided must be kept in place at all times. Only authorized personnel are to remove guards for maintenance, repairs and cleaning.
- Employees must report work-related injuries or illnesses, even slight ones, to a manager or supervisor at once. All major incidents are to be reviewed by the director.

- Unsafe working conditions encountered must be reported by the employee to the manager. If unresolved, these unsafe conditions should then be reported to an owner-operator.
- Safety training will be provided to employees as part of their work activities and documented.
- Information and procedures related to potential risks of violence in the workplace, including the threat of robbery, working alone, and abusive guests.
- Evacuation procedures in case of emergency.
- The risk factors associated with strains and sprains related to the physical demands of the job. Controls to prevent strains and sprains have been developed and are practiced.
- All employees are obligated to meet the attendance expectations of the job.
- If an employee does get injured, then the employee, doctor, and management team need to work together towards a full and healthy return to work.

Supervision

According to the Regulations, supervisors are responsible for ensuring the health and safety of any workers under their supervision. This means ensuring that all employees continue to:

- Follow safe work practices
- Use PPE and other safety equipment according to their training
- Report unsafe practices and conditions in the workplace

Hazard Identification and Risk Control

WCG Environmental Ltd believe accidents are preventable, as long as you take a proactive approach to health and safety. By implementing a system of hazard identification and risk control, we can prevent workplace injuries and diseases. There are three basic steps.

1. Identify Hazards

Consider every area of your workplace when looking for hazards. Think about conditions or work activities that could put your employees or guests at risk. Ask your staff if they have any specific health and safety concerns.

2. Assess the Risks

Once you have identified a hazard, evaluate the risks associated with it. There are two basic questions to ask when considering a hazard: how likely is an incident, and how

serious would it be if it occurred? A risk assessment will help you prioritize the hazards so you know which ones to deal with first.

3. Control the Risks

Once you've identified hazards and assessed the risks, look for ways to control them. The basic types of controls are elimination or substitution, engineering controls, administrative controls, and personal protective equipment.

Elimination or Substitution

Whenever possible, eliminate the hazard so there's no risk of injury. Ask the following:

- Is the task necessary to begin with?
- Can the hazardous part of the task be removed?
- Can the task be done in such a way that no workers are exposed to the hazard?

If you can't eliminate the hazard, substitute a safer material or process. Ask the following:

- Can a different machine or tool be used?
- Can a less hazardous material or chemical be used?
- Will alternative practices reduce exposure to the hazard?

Engineering Controls

Engineering controls are physical changes to the way tasks are done — for example, re-designing workstations or modifying equipment to make it safer or more ergonomic.

Administrative Controls

Administrative controls are changes to the way work is organized and performed. This can include planning, organizing, and scheduling of resources and staffing. Safe work practices and procedures are an important form of administrative control.

Personal Protective Equipment (PPE)

PPE provides protection against hazards. It should be used when other safety controls are not practical, or in addition to other controls. For example, to help prevent slips, trips, and falls, make sure your employees wear slip-resistant footwear.

Health Surveillance

The provision of health surveillance is a legal requirement under various health and safety legislation such as the Management of Health and Safety at Work (1999), Control of Noise at Work (2005) Regulations and the Control of Substances Hazardous to Health (2002) Regulations.

The provision of health surveillance will also help to ensure that employees' health is not adversely affected by the work they undertake.

POLICY STATEMENT

All employees will be subject to appropriate health surveillance having regard to the health and safety risks of their work, identified through the risk assessment process. The employee completes a questionnaire as part of their induction with their manager and then annually to determine if there have been any changes to the employees' health. In-between the questionnaires employees are encouraged through discussion with their managers to let the company know if there have been any changes to their health. This is reiterated during regular toolbox talks on health awareness, onsite inductions, discussions regarding method and risk assessments and information that is changed regularly on the Health and Safety Bulletin Board.

It is the responsibility of the Health and Safety Manager to ensure that health surveillance is regularly conducted, there are regular discussions on health issues and there is regular health awareness training.

Employees have a responsibility to cooperate with the company with health and safety measures put in place for their protection.

The primary benefit and objective of health surveillance is to detect any adverse health effects at an early stage, thereby allowing further harm to be prevented. The results of health surveillance can also provide a means of:

- Ensuring the effectiveness of control measures;
- Providing feedback on the accuracy of the risk assessment; and
- Identifying and protecting individuals at increased risk because of the nature of their work.

There may be a statutory requirement to provide health surveillance (as indicated by risk assessment) if the employee is required to work with any of the following agents:

- Noise or hand arm vibrations;
- Hazardous substances such as chemicals, solvents, fumes, dusts, biological agents, gases and vapours;

- Asbestos;
- Lead; and,
- Work in compressed air.

Where the employee works with any of the above, the need for health surveillance (or not) should be addressed through the required risk assessment process. Further details are provided in the specific University policies covering these issues. The general principle to be adopted for health surveillance is a precautionary one.

In addition to the statutory requirement, health surveillance will also be appropriate where the risk assessment identifies the following criteria to apply:

- There is an identifiable disease or other identifiable adverse health outcome;
- The disease or health effect may be related to exposure;
- There is a reasonable likelihood that the disease or health effect may occur;
- There are valid techniques for detecting indications of the disease or health effects.

DEFINITIONS

Health Surveillance

The monitoring (including biological monitoring or medical examination) of a person in relation to the person's exposure to a hazardous substance. Surveillance is for the purpose of identifying changes in health status due to exposure.

REFERENCES

Control of Vibration at Work Regulations (2005)
The Control of Asbestos Regulations (2012)
The Work in Compressed Air Regulations (1996)
Confined Spaces Regulations (1997)
The Ionising Radiations Regulations (2017)

First Aid and Emergency Preparedness

Prompt first aid can help minimize the severity of work-related injuries.

Basic Requirements

Every workplace must have an appropriate first aid kit on-site and at least one first aid trained person.

- All employees must know who the first aid attendant is in case of an emergency.
- Post an updated list of first aid attendants on the employee bulletin board.

- Always notify a first aid attendant if an employee or a guest requires first aid.
- Record all injuries in the first aid record book.
- A fully stocked first aid kit must be readily available to all employees.
- All staff members must know what to do in case of emergency.
- Maintain accurate, current first aid treatment records that can be used at health and safety meetings to investigate incidents and trends.

Provision and Use of Work Equipment Regulations 1998 (PUWER)

These Regulations, often abbreviated to PUWER, place duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not.

PUWER requires that equipment provided for use at work is:

- suitable for the intended use
- safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate
- used only by people who have received adequate information, instruction and training
- accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and warning devices
- used in accordance with specific requirements, for mobile work equipment and power presses

Responsibilities

Vehicles

The owner of the company and transport manager is responsible for ensuring that all vehicles are checked daily and any defects are noted and fixed as soon as practically possible. Furthermore the transport manager is responsible for ensuring that all vehicles are serviced regularly either annually or at a certain mileage as outlined by the manufacturer. In addition that the HGV's are checked every six weeks as is the policy of Wasteclean.

Plant

It is the responsibility of the Operations Manager to ensure that all plant is checked prior to use, they are maintained and are in good working order.

Hand Tools

It is the responsibility of the Operations Manager to ensure that hand tools are checked prior to use, they are maintained and in good working order.

Confined Space Entry Equipment

All confined space entry equipment is detailed on a spreadsheet and this is held electronically by the Health and Safety Manager and a copy is always on the pin board in the Operations Office. The individual equipment is tagged with the date of its last calibration and the date its next calibration is due. It is the responsibility of the Health and Safety Manager to ensure that all confined space equipment is maintained accordingly and is workable.

Office Equipment

It is the responsibility of the owner of the company to ensure that all office equipment is fit for use and is in good working order. With regards to Display Screen Equipment, an assessment of each work station is conducted annually or after major changes in equipment, furniture, work environment or software or a user change workstations or the nature of work tasks change considerably.

Control of Substances Hazardous to Health COSHH

All workplaces that use materials identified as hazardous by the Control of Substances Hazardous to Health (COSHH) must follow COSHH requirements. The system uses consistent labelling to help workers recognize hazardous materials, which are referred to as controlled substances under COSHH. The system and labels provide specific information on handling, storing, and disposing of controlled products.

Requirements

- To keep a regular inventory of controlled products and the corresponding Safety Data Sheets.
- Use labels to communicate to your employees the hazards associated with controlled products.
- Train employees so they are aware of controlled products in the workplace, know the risks, and understand the appropriate steps to eliminate those risks.

Make sure your employees understand:

- Controlled product labels
- How to minimize exposure to controlled products

- How to label new containers with proper workplace labels so other employees know what chemicals they are using
- How to locate treatment if they come in contact with a product
- Safe work practices, such as the use of goggles and neoprene gloves
- Where to locate first aid treatment information (on the SDS)
- How to store and dispose of chemicals safely

Respiratory Protection Equipment (RPE)

- In addition to the COSHH Regulations 2002, RPE may need to be used to satisfy requirements in the following pieces of legislation. You will need to consider whether any of these Regulations apply to you and comply with any specific requirements they contain on RPE:
- Control of Asbestos Regulations 2012;7
- Control of Lead at Work Regulations 2002;8
- Ionising Radiations Regulations 1999;9
- Confined Spaces Regulations 1997.

Air Supplying Equipment

The breathing apparatus escape sets are kept on the Jet Vans and Jetvacs and are used for entering confined spaces. They are checked every six months and their details are on the man entry equipment calibration matrix that is stored electronically and a copy is also on the operations office pin board. The certificates for the calibration of the escape sets are stored in the 'Man Entry Calibration and Certification' file in the operations office

Air Filtering Equipment

There are half mask non disposable respirators in the Jetvans and JetVacs with combined P3 filters and the filters are regularly checked by the operators to make sure they are in good condition and do not needed replacing.

Electricity at Work Portable Appliance Testing

1. Introduction

1.1 The Electricity at Work Regulations 1989 came in to force on 1st April 1990. The Regulations are made under the Health & Safety at Work Act 1974 and require precautions to be taken to prevent death or personal injury from electricity in work activities. The Regulations impose responsibilities on the employer and employees to conform with these regulations in every respect. The testing of electrical equipment is an inherent part of compliance with these regulations, therefore, the Institute of Electrical Engineers (I.E.E.) have issued a Code of Practice for in-service inspection and testing of Electrical Equipment (called the I.E.E. Code of Practice).

2. Statement of Intent

2.1 WCG Environmental Ltd shall take all reasonable steps to ensure that all portable appliances are tested in accordance with the relevant I.E.E. Code of Practice.

3. Definition of Portable Appliances

3.1 Only equipment fitted with a plug, rated between 110 and 500 volts ac, and allowing disconnection from the electrical supply without the use of a tool, will fall within the scope of this Portable Appliance Testing policy.

4. Responsibility for testing

4.1 The Health and Safety Manager;

4.1.1 Be responsible for ensuring that all portable electrical appliances in the depot and vehicles are examined and tested in accordance with the Regulations and withdrawn from use if found to be unsafe.

4.1.2 Ensure that the risks to personnel are assessed and records of inspections and tests are maintained.

5. Duties of Employees

5.1 WCG Environmental Ltd undertakes to inform all staff of their duties under the Regulations and provide appropriate training where required. It is the duty of all employees who use any electrical equipment to ensure that it is free from any visible damage and supports a valid test label. Where any visible damage is present then the equipment must be taken out of use until inspected by a competent person and any defects which may be dangerous rectified. If the equipment does not have a valid test label then the employee shall inform her/his line manager who will then contact the relevant testing section.

5.2 Employees wishing to bring their own equipment to site must first inform their line manager and make arrangements to have that equipment tested (if it does not already carry a valid certificate of inspection). A record of the appliance must be made and it must be identified as personal equipment. Should the equipment be faulty then it shall be removed from the depot.

5.3 Any breach of these duties by a member of staff may lead to disciplinary action.

6. Duties of Visitors

6.1 Equipment belonging to and used by persons visiting the depot must be in an electrically safe condition. WCG Environmental Ltd reserves the right to prohibit the use of any electrical equipment brought into the depot by a visitor which does not appear to meet this requirement.

7. Duties of Contractors

7.1 Equipment belonging to and used by contractors of WCG Environmental Ltd must have a valid test certificate or label attached which is available for inspection upon request by any WCG Environmental Ltd employee. If the equipment does not possess relevant safety documentation it will not be allowed into the depot.

8. Duties of Employee

8.1 The Operations Manager will ensure that employees wishing to bring their own electrical equipment into the depot are aware that any electrical appliance they bring on to the premises must conform to current safety standards, and is maintained in such a condition so as to prevent danger to themselves or others, or damage to WCG Environmental Ltd property.

Health and Safety Meetings

Regular health and safety meetings are important as they provide an excellent opportunity to get everyone involved in the safety process. We believe maintaining communication among employers, supervisors, and workers is crucial for the success of a health and safety program.

Conduct Effective Meetings

- We hold meetings regularly
- Conduct productive, educational, and results-oriented meetings.
- Post an agenda to let employees know what will be covered in the meeting.
- Focus on making health and safety a priority and identifying and controlling hazards.
- Bring to the meeting inspection reports, recent incident investigation reports, first aid reports, and new safe work procedures.
- Keep a record of the meeting (minutes).

Communicate and Support all Health and Safety Initiatives

- Meeting minutes and inspections are posted on the health and safety board to promote and increase awareness
- All employees are encouraged to participate in continually improving health and safety conditions.

Inspections

Safety Inspection Policy

It is WCG Environmental Ltd policy to conduct self-inspections to identify and correct unsafe conditions or practices that may result in injuries or property loss.

Inspections and reviews are utilized as a means of identifying potentially unsafe conditions, facilities, operations and actions. Proper use of this management tool keeps management informed on the overall conditions. The inspections not only reveal what is wrong, but also more importantly suggest corrective actions to be taken to bring conditions up to the desired standard of safety.

Inspection and reports are invaluable when:

- Management is receptive and appreciative
- Suggestions are thoroughly investigated and reviewed
- Employees are commended for their efforts
- Positive corrective actions are taken to eliminate unsafe conditions

Corrections or Recommendations

- All unsafe conditions and unsafe acts should be listed clearly and concisely.
- Recommendations should be developed to correct adverse conditions or act on a timely basis.
- Positive steps must be taken by management to correct the substandard conditions.
- Recommendations that cannot be addressed by managers must be forwarded to safety coordinator.

Incident investigations

It is important to conduct an incident investigation after any incident has occurred. An investigation will help determine the factors that led to the incident and it will determine the actions that are needed to prevent the incident from recurring.

The basic goals of an incident investigation are as follows:

- Determine the root causes of the incident.
- Identify any unsafe conditions, acts, or procedures that contributed to the incident.
- Develop and implement corrective actions to prevent or minimize the risks of similar incidents.

What Incidents Require Investigation?

Employers are legally required to investigate the following:

- Serious incidents

- Incidents that result in injuries that need medical treatment
- Incidents that have the potential for serious injury (for example, near misses)

Investigation Guidelines

When investigating accidents, follow these guidelines:

- Go to the scene of the accident immediately.
- Talk with the injured person, if possible. Talk with witnesses, and get the facts. Do not take responsibility or place blame.
- Listen for clues in the conversation related to the accident.
- Encourage co-workers to give their ideas for preventing a similar accident.
- Study possible causes, including unsafe conditions, unsafe practices.
- Complete an incident investigation report giving a complete, accurate account of the incident and corrective actions taken to avoid similar recurrences.
- Follow up with employees to make sure that the conditions that caused the incident are being corrected.
- Publicize the corrective action taken so employees will benefit from the experience.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Under RIDDOR, employers and other responsible people who have control over employees and work premises have certain responsibilities.

If any of the following events occur at work the incident must be reported to the Health and Safety Executive (HSE). The responsibility for reporting a RIDDOR is the Health and Safety Officer or the relevant line manager in their absence.

What has to be reported?

If incidents involving staff, contractors and visitors fall within these criteria, they should be reported under RIDDOR.

- Deaths
- Major injuries
- Accidents resulting in over seven-day injuries
- Diseases
- Dangerous occurrences
- Gas incidents

Death or major injury

Line managers, the nominated person, safety supervisor and health and safety services must be informed immediately so they can report to the HSE without delay. Health and safety services will report the accident to the HSE by telephone and complete the appropriate form within 10 days.

Death

If there is an accident connected with work **and**:

- Your employee, or a self-employed person working on your premises is killed or suffers a major injury (including as a result of physical violence); or
- A member of the public (including students) is killed or taken to hospital.

Major injuries

- Fracture other than fingers, thumbs or toes
- Amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Chemical or hot metal burn to the eye or any penetrating injury to the eye
- Injury resulting from an electric shock or electrical burn leading to unconsciousness, requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation or admittance to hospital for more than 24 hours
- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent
- Acute illness requiring medical treatment or loss of consciousness, arising from absorption of any substance by inhalation, ingestion or through the skin
- Acute illness requiring medical treatment where there is reason to believe it resulted from exposure to a biological agent or its toxins or infected material.

Accidents resulting in over seven-day injuries

An over seven-day injury is one which is not 'major' but results in the injured person being away from work OR unable to do their full range of their normal duties for more than seven days.

If there is an accident connected with work (including an act of physical violence) and a person working on your premises suffers an over-seven-day injury, you must report it to the enforcing authority within ten days. This applies if the person is an employee or self-employed.

Disease

If a doctor notifies you that your employee suffers from a reportable work-related disease then you must report it to the occupational health service, who will notify the enforcing authority. Reportable diseases include:

- Certain poisonings
- Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne
- Lung diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma
- Infections such as: leptospirosis; hepatitis; tuberculosis; anthrax; legionellosis and tetanus
- Other conditions such as occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome.

Dangerous occurrence

If an incident does not result in a reportable injury, but clearly could have done, then it may be a dangerous occurrence and must be reported immediately (by telephone or verbally).

Reportable dangerous occurrences include:

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Explosion, collapse or bursting of any closed vessel or associated pipe work
- Failure of any freight container in any of its load-bearing parts
- Plant or equipment coming into contact with overhead power lines
- Electrical short circuit or overload causing fire or explosion
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion
- Accidental release of a biological agent likely to cause severe human illness;
- Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period
- Malfunction of breathing apparatus while in use or during testing immediately before use
- Failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent
- Collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall
- Unintended collision of a train with any vehicle
- Dangerous occurrence at a well (other than a water well)
- Dangerous occurrence at a pipeline;
- Failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains
- A road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released
- A dangerous substance being conveyed by road is involved in a fire or released.

Reporting a RIDDOR

Online

Go to www.hse.gov.uk/riddor and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

Telephone

All incidents can be reported online but a telephone service remains for reporting fatal and specified injuries only. Call the Head Office 01142645006 or mobile 07519739106(available 24h).

Contractor and Subcontractor Safety

According to the Regulations, employers are responsible for the health and safety of their own workers. In addition, we are responsible for the health and safety of all contractors and subcontractors who are operating in our workplace.

We have a duty of care to make sure that all contractors are oriented to the workplace hazards and instructed in how to deal with those hazards.

Records and Statistics

We are required to keep health and safety records and statistics on file, including inspections, incident investigations, first aid treatments, and training records

Why Keep Records?

Maintaining accurate records can help in the following ways:

- Identify trends for unsafe conditions or work practices so you find solutions for these potential hazards.
- Measure improvement in your health and safety program.
- Provide proof of due diligence if someone tries to hold you liable for an incident
- Provide material for education and training

Requirements for Records and Statistics

The following table specifies how long records and statistics are kept.

Meeting minutes and inspections	5 years
Incident investigations and first aid treatment	5 years
Severity rate (types and numbers of accidents)	5 years
Employee files	5 years

Types of Records

Health and Safety Meetings

- Incident investigations
- First aid treatment book
- Accident statistics
- Monthly inspections and previous meeting minutes

Claims Management

- Absence control records
- Employee training records
- Incident Investigation

Annual Review at Health and Safety Meetings

- Fire drill to ensure awareness and measure effectiveness of procedures
- Preventive maintenance records
- Annual review of health and safety program
- Updated health and safety policy
- Procedures for working alone

Safe Work Practices

Written safe work practices provide our employees with instructions on how to carry out specific tasks and how to protect themselves against known hazards. Following safe work practices helps employees minimize risks. Procedures for high-risk activities are posted and procedures for all activities are readily accessible.

Safe Work Practice Avoiding Collisions

- Use “in” and “out” doors.
- Look through window before entering swinging door.
- Say “behind” to notify your colleagues you are walking behind them.
- Stay alert — get plenty of rest.
- Place workstations away from swinging doors.
- Avoid standing by swinging doors.
- Watch for briefcases, purses, and parcels.
- Walk, don’t run.
- Unravel doormats when they get crumpled.
- No horseplay.

Safe Work Practice Avoiding Slips, Trips, and Falls

- Clean as you go.
- Keep floors clean and dry.
- Use wet floor signs.
- Wear non-slip footwear.
- Empty all garbage cans frequently.
- Keep aisles, entrances and work areas clear.
- Use handrails on stairs.
- Walk, don’t run.
- Don’t use boxes or chairs. Use a ladder.
- Immediately repair all fall hazards — if not possible, report.
- Ensure that cleaning equipment is well maintained at all times.

Safe Work Practice Selecting the Right Shoes

Proper footwear prevents injuries. Wear shoes that:

- Are closed at the toe and heel and are without holes.
- Protect against hot spills.

- Are slip resistant.
 - Lots of edges on the sole
 - Low or no heels
 - In good shape (not dirty or worn out)
- Have lots of cushioning for comfort while on your feet.

Safe Work Practice Lifting and carrying

- Try to gauge the weight by tapping the item gently with your foot before lifting.
- Carry loads close to your body.
- Lift with your legs, not your back.
- Take extra trips, if necessary.
- Get help with heavy loads.
- Use dollies, carts, trays for heavy loads.
- Get regular exercise.
- Maintain good posture.
- Lose weight if necessary. The trimmer your abdomen, the safer your back.
- Do not strain to reach an item.
- Use a foot stool to reach for high items.
- Push, don't pull.
- Store the heaviest items between knee and shoulder height.

Safe Work Practice Preventing Strains and Sprains

Tired muscles can lead to serious injuries. There are risks associated with the physical demands of tasks that involve the lifting of heavy items in awkward positions.

General Tips

- Stay in shape with regular exercise.
- Warm up muscles used in work activities prior to your shift.
- Report any physical discomforts to your team as soon as possible.
- Ask and give help when needed.

- Stretch between orders.
- Ask your management team and health and safety members to work with you to prevent strains and sprains.

Pulling, Pushing, Lifting, and Carrying

Tired muscles can lead to serious injuries. There are risks associated with the physical demands of tasks involving the lifting of heavy items in awkward positions.

- Place feet apart for good balance.
- Bend knees.
- Use smooth gradual motions.
- Avoid twisting your back.
- Keep loads close to body.

Front of House

- Use trays to even the load.
- When carrying tray keep wrist in neutral (straight) position.
- Make frequent trips.
- Pour coffee at waist level.
- Don't twist while carrying heavy items.
- Use a step stool for long reaches.

Back of House

- Use two hands for carrying heavy pots.
- Use carts, dollies to move heavy items.
- Use two hands for plates.
- Organize work areas with heavy items at waist level.
- Put one foot up to rest when possible.
- Use a step stool to eliminate long reaches.

Safe Work Practice Handling Controlled Products

- Do not use products you are unfamiliar with. If a product does not have a correct label, don't use it.

- Cover and label controlled products.
- Know how to correctly use controlled products before using them.
- Wear protective goggles and rubber gloves when handling controlled products.
- Mix controlled products in a well-ventilated area.
- When transferring cleaning agents from the original containers, make sure the new containers are labeled with the product name, safety precautions, and the location of the SDS.
- If you run out of labels you can make your own by referring to an SDS for the necessary information.
- Do not mix controlled products together.

Safety Data Sheets (SDSs)

Explain potential hazards associated with controlled products and how to avoid them. SDSs provide the following information:

- How to use the product safely and how it can harm you if you don't.
- First aid treatment and the long-term hazards associated with the use of the product.
- Ingredient breakdown, description of the product, and fire and explosion information.
- Preventative measures.
- Disposal and cleanup of spills.

SDSs are kept near the first aid kit in case of an emergency and should be taken to the hospital with the patient. Keep a second copy in the manager's office as backup.

When receiving a controlled product, make sure that the label has:

- Hazard symbols
- Reference to the SDS
- Precautionary and first aid measures
- Product and supplier identifier
- Risk phrases

If you are accidentally splashed in the eye with a controlled product, immediately irrigate the eye using the eyewash station and seek medical advice immediately.

Safe Work Practice Locking Out Equipment

Before starting cleaning procedures or repairs on power-actuated machinery, the machine must be locked out.

1. Use the start-stop switch on machine controls to turn it off. Ensure the machine is no longer energized.
2. Disconnect the power supply by the following steps:
 - Where the machine utilizes a plug, disconnect the plug and place the male end of the plug on the machine in a location readily visible to the person or persons performing the work.
 - Where the machine's power is supplied from an electrical panel and circuit breaker, determine the correct breaker and switch it to the off position. Close and lock the front panel door using your safety lockout clip and your own lock.
 - Where the machine is supplied power from a disconnect switch, determine the correct disconnect switch and switch it off. Apply your safety lockout clip on the approved location.
 - Where a machine is supplied power from more than one source determine the correct breaker or disconnect for each power supply and using your safety lockout clip and lock, lock out each power supply.
3. Immediately test the machine to ensure power has been disconnected.
4. If the machine or equipment has been previously locked out, apply your own lock to the lockout clip.
5. Always use an approved safety lockout clip in conjunction with your own labeled lock to lock out electrical switchgear and power supplies.
6. Proceed with the necessary work.
7. Workers must remove their own locks after completing a maintenance procedure.
8. Workers are forbidden to remove locks other than their own.

On completion of work, the machine should be jogged by intermittent application of power before continuous power is applied.

Safe Work Practice Personal Protective Equipment (PPE)

- Goggles and neoprene gloves must be worn when working with shortening, chemicals or any hazardous materials.
- Lidded pails are available for transporting shortening.
- Rubber-based, leather-topped shoes are required in the restaurant. Shoes with exposed heels, toes or archways are not permitted.
- Hair longer than shoulder length must be pulled back while on duty in the restaurant.
- Trays and dollies are available for carrying heavy loads.

Other PPE Available to Employees

- Oven mitts
- Eyewash station
- SDSs and workplace labels
- Water gel — a powerful healer and provides pain relief for most minor burns
- “Wet floor” signs

Safe Work Practice First Aid Treatment

If a person is choking, in shock, unconscious, has stopped breathing or has no pulse, call 999 immediately for assistance.

Burns

1. Cool immediately.
2. Apply water gel to minor burns.
3. Apply cold tap water and ice pack in plastic bag.
4. Elevate burn if possible.

Bruises

1. Cool the bruised area.
2. Elevate if possible.
3. Get first aid treatment immediately. Your manager or supervisor has a first aid certificate and is available to help.

Choking and Heart Attacks

The first aid trained person should use the Heimlich manoeuvre (for choking victims), cardiopulmonary resuscitation (CPR) for heart attack victims, and treat any injuries.

If an employee or a guest is choking, has a heart attack, or has suffered a serious injury:

- Call 999 immediately.
- Notify the duty manager immediately.
- Do not attempt to treat a medical emergency unless you have had first aid training.

Safe Work Practice Chemical Poisoning

If anyone accidentally ingests a chemical substance, immediately call 999.

If possible, have the following information available before you

- Original container
- Brand name
- Active ingredients — refer to your SDSs
- Exposure — when did it happen?
- Is chemical full strength or diluted?

Check your SDSs for hazard information.

If a chemical is splashed in an eye:

1. Immediately irrigate the eye by using the eyewash stations or lay head over a sink and trickle clear, lukewarm water from a clean jug over the eye.
2. Have someone call the poison control centre.
3. Locate the SDS to bring with them to the hospital.

Safe Work Practice Fire

1. Locate the fire.
2. If the fire is small and localized; treat with a fire extinguisher. If the fire is large, don't risk your safety. Don't attempt to fight with a fire extinguisher.
3. Advise staff that "there is an emergency situation and they must take their personal possessions and leave the building immediately". Take the schedules with you as you exit.

Advise everyone to walk (don't run) to exits. Staff must not go to lockers to get personal belongings.

4. Phone 999 from a phone outside the building. Be prepared to give the following information:
 - Your name
 - Address of fire, including the nearest intersecting street
 - Information about fire (how fast fire is spreading, people trapped)
5. Ensure that people are leaving the building. Do not allow anyone to go back into the building. Ensure that all employees are accounted for, checking against the schedules.
6. Have staff members meet at a pre-arranged area away from the building.
7. Senior manager on duty should:
 - Ensure everyone leaves the building.
 - Provide firemen with details of the fire.
 - Stay near the restaurant.
8. Cooperate with the fire department.
9. Contact senior management at home office.
10. Do not re-enter building for any reason until advised by fire department that it is safe.

Safe Work Practice Fire Extinguishers

- A fire extinguisher is a storage container for water or a chemical. It is designed to put out a small fire, not a big one.
- Extinguishers are colour coded
- Extinguishers with a red water label can be used for fires started in paper, wood, drapes or upholstery.
- Extinguishers with a blue (dry powder), black (CO₂ Carbon Dioxide), yellow (AFF Foam) or green (Vaporizing Liquids BCF/Halon) label can be used for fires started in gasoline, solvents, cooking shortening or grease.

- Extinguishers with a blue (dry powder), black (CO2 Carbon Dioxide) or green (Vaporizing Liquids BCF/Halon) label can be used for fires started in wiring, fuse boxes or electrical sources.
- Extinguishers with a green (Vaporizing Liquids BCF/Halon) label can be used for gaseous fires.
- Fire extinguishers must be recharged professionally after any use. A partially used one might as well be empty.
- Extinguishers should be installed away from potential fire hazards and near an escape route.
- Fire extinguishers are to be serviced and checked annually by an approved service engineer.

Using Fire Extinguishers

Follow the P.A.S.S. procedure:

1. **Pull** the pin. Some extinguishers require releasing the lock latch, pressing a puncture lever, or other motion.
2. **Aim** the extinguisher nozzle (horn and hose) at the base of the fire.
3. **Squeeze** or press the handle.
4. **Sweep** from side to side at the base of the fire. Watch for “reflash” (the fire starting up again). Discharge the entire contents of the extinguisher.

Managing Director
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