

**The 50 plus**

Maintain, Repair & Install - For all your property needs

**50plus**

# **Health and Safety Policy**



# The 50plus

<b>CONTENTS</b>	<b>PAGE</b>
<b>1 Health and Safety Policy</b>	<b>2</b>
1.1 General Statement of Policy	2
1.2 Responsibilities	2
1.3 50plus - working on customer sites	3
1.4 50plus Office	6
1.4.1 General arrangements	6
1.5 Mobile Telephones in Vehicles	8
1.6 Health & Safety Advisors	8

# 1 Health and Safety Policy

## 1.1 General Statement of Policy

50plus seeks to provide adequate control of the health and safety risks arising from the company's work activities. We provide guidance to and consult with our employees, franchisees, service providers and helpers on matters affecting their health and safety.

Franchisees and field personnel are reminded that it is their as well as the company's responsibility to provide and maintain safe plant and equipment, ensure safe handling of goods and materials, ensure that they are competent to undertake the task in hand and provide adequate training and supervision of other contractors and/or employees under their care.

50plus seeks to:

- Prevent accidents and cases of work related ill health, maintain safe and healthy working conditions and review and revise this policy as necessary at regular intervals
- Consult with field staff and franchisees on matters affecting their health and safety
- To ensure safe handling of tools and materials
- To ensure all staff are competent to undertake tasks asked of them and to provide adequate training
- To prevent accidents and cases of work related ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary.

## 1.2 Responsibilities

Overall and final responsibility for health and safety in 50plus is that of the Directors of the central company and the owners of each franchise.

The Company Secretary will be responsible as a deputy for the central company.

All office and field personnel have the responsibility to co-operate with the Directors to achieve healthy and safe work places and to take reasonable care of themselves and others. Whenever any member of the office or field staff notices a health or safety problem, which they are not able to put right, they must inform the appropriate person immediately.

## The 50plus

Remember:

- That you have a legal responsibility to work safely at all times
- That you should also protect others when working and by leaving a work site in a safe manner when you are not present
- You should lock away tools and equipment that are not in use
- You should store any materials safely
- Work only if you are physically fit for the environment
- If in any doubt stop and conduct a risk assessment or contact the office for advice.

### 1.3 50plus - working on customer sites

#### ***Safe Working Conditions***

Think safety! Wherever you are working is aware of your surroundings, what you are working on and any risks to you or others that may arise from your actions. Ensure that safe working conditions are maintained at all times.

#### ***Safe Plant and Equipment***

It is each employee and franchisee's duty to ensure that the plant, tools and equipment they deploy on a site is safe for use. If any equipment is hired in, employee and franchisees must ensure they are provided with instruction for its safe use.

#### ***Risk Assessments***

A mental risk assessment should be carried out for each and every job. Where work is being estimated or planned a formal risk assessment may be judged to be necessary. An HSE document setting out the five steps to risk and a generic risk assessment document is available from the 50plus web site and the booking office. Please download or contact the office for copies.

#### ***On-site support***

On-site support is available to all field staff and franchisees from the 50plus central office. This encompasses regulatory, technical and safety matters and the need for support. All field personnel are made aware that they should contact the booking office if any support or advice is needed.

#### ***Training***

Training is available in a range of processes, skills and safety matters and personnel are encouraged to ensure that they are up to date in matters such as safety with regard to electrical and plumbing systems, use of ladders, use of plant and equipment and regulations. Staff will be briefed from time to time at staff meetings and through regular communication on safety matters. Newly joining staff is briefed on health and safety matters at time of their induction.

## **The 50plus**

### ***Carrying First Aid Equipment***

50plus field staff are reminded that a first aid kit should be carried in their vehicle. Each field employee and franchisee is responsible for maintaining his/her own first aid kit.

### ***Hazardous substances***

In the event that a hazardous substance is encountered or believed to be encountered stop work immediately and undertake a risk assessment. The most likely hazardous substance to be encountered is asbestos. There are specific procedures to be applied where asbestos is encountered. The 50plus booking office should be contacted in the first instance such that an assessment can be undertaken.

Field personnel should also be aware that lofts may contain hazardous substances and that insulation can be an irritant. As such protective clothing may be necessary.

### ***Protective Clothing and Equipment***

Field staff must ensure that you have suitable protective clothing and equipment available for the task in hand. Examples are:

- A face mask if you are working in areas with insulation or dust present
- Goggles or protective glasses if using power tools where an eye injury may be caused
- Gloves if handling fibreglass insulation
- Protective clothing when undertaking decorating or gardening.

### ***Accidents***

In the event of an accident report it to the 50plus office on 0845 22 50 495. If you are working on commercial premises also report the accident to your contact on the premises.

### ***Working on Client Premises***

When working on commercial client premises ensure that you are aware of specific and applicable health and safety regulations and where fire exits are located. Whilst the client has a duty to inform you in these matters you should for your own safety be aware of your surroundings and any risks.

When working in domestic premises take the necessary time to be aware of your surroundings.

Please note that it is company policy that smoking is not allowed in company vehicles and is not allowed in, on or around customer sites.

## **The 50plus**

### ***Working alone***

Environments that can present a risk when working alone include: working in a confined space, working at or near exposed live electricity conductors; working in the health and social care sector dealing with unpredictable client behaviour and situations.

If you are working alone and there is the slightest risk in your environment then ensure you have undertaken a risk assessment and you have made the 50plus office aware of the position such that a decision can be made about whether a second person is required can be taken.

Should the work proceed, have a means of communication immediately to hand (e.g. a mobile telephone) and ensure that others (usually the office) are aware of where you are and the expected time of completion.

### ***Safety and Electricity***

It is essential that both regulations and safe working practises are followed when working with electricity. Remember that:

- All electrical systems shall be constructed and maintained to prevent danger
- All work activities are to be carried out so as not to give rise to danger
- No work can be carried out on live electrical equipment unless this can be properly justified. If such work is to be carried out, suitable precautions must be taken to prevent injury
- Adequate precautions must be taken to prevent electrical equipment, which has been made dead in order to prevent danger, from becoming live whilst any work is carried out.
- Adequate working space, adequate means of access and adequate lighting shall be provided at all electrical equipment on which or near which work is being done in circumstances that may give rise to danger
- Portable electrical equipment must be tested on a regular basis. This has to be carried out by a trained person
- No person shall engage in work that requires technical knowledge or experience to prevent danger or injury, unless he has that knowledge or experience, or is under appropriate supervision.

If in doubt, check with the office.

### ***Working with ladders***

As a policy field staff do not work above first floor level (i.e. above the gutter level of a two-storey house) without scaffold or an access platform. If a job requires work above this level consult the booking office, who will make arrangements with a specialist contractor.

Remember to place any steps or ladders safely. Ensure that:

## **The 50plus**

- Wherever possible another person is nearby when using a ladder.
- Others cannot access any steps or ladders left in place, by laying down or roping or boarding off. In some cases we use scaffold towers or powered access equipment in place of ladders. Personnel using such equipment must be instructed by the supplier and suitably trained
- You contact the office if there is any doubt about access to anything at height so a risk assessment can be undertaken. Remember that information about safe working at height is available on our website technical support section.

### ***Safety and Plumbing***

It is essential that both regulations and safe working practises are followed when undertaking plumbing.

Remember that:

- Hot water systems can be dangerous if the water is heated such that it may burn or scald. Remember to turn off the supply to any tap or other apparatus you are working on before starting work.
- Fire, burns, inhalation/ absorption of hazardous substances and eye injuries represent risks and stapes must to taken to ensure field personnel are aware of, understand and take all necessary steps to minimize such risks.

### ***Safety in confined spaces and roof voids***

It is essential that when working in confined spaces that field staff ensure that there is adequate light and ventilation, that other personnel or a customer is aware of where they are working and that the a means of communication is readily available to the person working.

When working in roof voids ensure that adequate temporary and firms footings are provided for the task.

## **1.4 50plus Office**

### **1.4.1 General arrangements**

#### ***Accidents***

First aid equipment is in the kitchen. The appointed person responsible for the box is Caroline Runswick.

The person responsible for reporting incidents is Caroline Runswick. The accident record is maintained on the central server in the 50plus booking office.

## **The 50plus**

### ***General Fire Safety***

In the event of a fire or alarm sounding the office should be evacuated by using the stairway.

If a pregnant women or a disabled person is present at the time of an evacuation the Fire Marshall or the Fire Marshall deputy's should help this person evacuate the building.

The 50plus fire assembly point is outside the Post Office. Once you have been advised by the Fire Marshall that the building is safe, you may return to the office.

The advice of the fire brigade is that non-fire brigade personnel should only tackle fires if they are confident of being able to put the fire out.

### ***Fire Marshal***

If neither the fire marshal nor his/her deputy is present when the fire alarm sounds, a volunteer should put on the fire marshal's bib and assume the duties of the fire marshal as follows:

- Make sure that everybody leaves the office without delay
- Check the lavatories to make sure that everyone is out
- Take the whereabouts list and check that everybody who is listed as at work that day is present at the assembly point.

### ***Training***

Training is available in first aid and fire safety. Please apply in the first instance to a Director.

### ***Contractors and Visitors***

In case of fire or other emergency, contractors and visitors should be looked after by the person with whom they are working or the person they are visiting.

### ***Housekeeping and Premises***

It is the responsibility of the last person to leave the office to:

- Check that no one is in the toilets.
- Turn off all the printers.
- Put the telephones on night service.
- Turn the lights off.
- Set the alarm and lock the door on the way out.

### ***Terminals***

Various risks to users of Display Screen Equipment have been identified and these include:



## **The 50plus**

- Pain and discomfort in neck, back and arms due to prolonged working in awkward positions and/or repetitive movements
- Visual fatigue, red or sore eyes, headaches etc.
- Physical fatigue and stress
- Rarely, photosensitive epilepsy, facial dermatitis

Some 50plus personnel may be categorised as Display Screen Equipment users and for these people every effort will be made to minimise the risks involved:

- Any occurrence of any of the symptoms listed above should be reported immediately to a Director so that remedial action can be taken
- Full use should be made of adjustable chairs to achieve correct posture and desk lights and window blinds to provide adequate illumination and reduce screen glare
- Users should take regular breaks from working at terminals
- Users are entitled to eye tests and provision of basic remedial care at the appropriate employer's expenses.

### **1.5 Mobile Telephones in Vehicles**

#### ***Travelling personnel***

Do not initiate a call when driving unless you have a full hands free with voice command installation. Even then it would be best to pull over and make the call unless it's really urgent.

For incoming calls either pull over to take the call (and note that this should involve the car being stationary with the handbrake on and preferably the engine off) or let the call go to voicemail and call back when you can pull over.

#### ***Office personnel***

Take the above policy into account when calling travelling personnel.

### **1.6 Health & Safety Advisors**

50plus uses Health & Safety advisors where it is deemed that we need to take advice about particular situations, typically on specific client premises and usually in conjunction with the client. In these instances we work with the client's health & safety officer. To comply with general legislation we track health & safety policy and provide updates for our personnel as downloads via our web site and by updating our in house policy. Examples are that Working at Height, Safe use of Ladders and a selection of electrical guides are available on the 50plus web site for use by 50plus field personnel and the HSE five steps to risk and generic risk assessment forms available as downloads from the 50plus web site for registered field personnel.