


Eco Efficient Home Solutions Ltd t/as EEH Solutions Integrated Management System		
Document Title:	Health and Safety Policy and Procedures	
Ref. No.:	GDPP020	
Document Users / Security Class:	All Users	
Next Review Date	One Year	

HEALTH & SAFETY PROCEDURE AND HANDBOOK

PREPARED BY
David Mooney of FCA Compliance Services


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ISSUE AND REVISION CONTROL:

The person responsible for the control of this document will ensure that any revisions and amendments are issued and recorded below.

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Issue	Reason for Issue/Re-Issue and Description of Change	Approved	Date
1	Initial Issue Version 1 Revision 0.	DM	5/05/2015
2	Reviewed. RIDDOR change in legislation for reporting an incident. Added this new Clause/Section 3.5 into procedures. Version 1.1 Revision 1.	DM	6/11/2016
3	Reviewed. Added Section 3.18 relating to Construction, Design and Management Regulations (CDM) 2015 – responsibilities. Also connected this Policy GDPP020 with GD02 Quality Manual in the “Introduction” section and vice-versa. Version 1.2 Revision 3.	DM	11/4/2017
4	Reviewed by The Safety Group trading as Spectra. No changes made.	IF	11/7/2017
5	Added “Section 3.19 Risk Assessment and Method Statements RAMS” so that workforce understand the requirements of the SHE management system and what is detailed within the Risk Assessments and Method Statements. Version 1.3 Revision 4.	DM	4/12/2017
6	Added and documented our roles and responsibilities under the CDM Regulations 2015 to Section 3.18. Also added “Contractors Responsibilities” to page 11. Version 1.4 Revision 6.	DM	4/5/2018
7	Reviewed by The Safety Group trading as Spectra (Jamie Harper). Read the additions to the external policy and approved. Version 1.4 Revision 6.	JH	28/5/2018
8	Reviewed by The Safety Group trading as Spectra (Jamie Harper) and approved. H & S Policy page 7 added Spectra Safety provide advice and guidance; Extended description under “Contractors Responsibilities” on Page 11; Added Spectra to “General Responsibilities” on page 14; Added types of systems to “Communication” on page 16; Extended description under 3.18 CDM to act in the capacity of Contractor; Extended description under 3.19 Risk Assessments and Method Statements. Version 1.5 Revision 12.	JH & DM	4/6/2019

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9	Reviewed by Spectra Safety Consultant Numan Kaji – following amendments made: COSHH Symbols updated Health and Safety Poster details updated.	NK	07.11.19
10	Policy statements made to match with the one's issued by Spectra for the management system and responsibilities and communication sections revised and now match with Spectra. Added 4.20 Gas Safety section. Approved by Numan Kaji at Spectra on 8/11/2020 and is okay to use. Version 1.6 Revision 17.	DM	07.11.20
11	Reviewed and added under Section 4.17 that we need to have a record in place of when ladders have been inspected such as a sticker in place and a log to record this.	DM	07.11.21
12	Recognised the change in PPE legislation under section 4.9. 6 th April 2022 the Personal Protective Equipment at Work (Amendment) Regulations 2022 (PPER 2022) came into force.	DM	07.11.22
13	Recognised the new Fire Safety Legislation under Section 4.3. The UK government recently implemented significant amendments to fire safety regulations effective as of October 1 st 2023. These changes are designed to enhance safety and accountability in various types of buildings and premises.	DM	07.11.23


Eco Efficient Home Solutions Ltd t/as EEH Solutions
(Company Number: 12902471)
Registered Office Address:
Kao Hockham Building
Edinburgh Way
Harlow
CM20 2NQ

Responsible Person in Control of Document
Name: Raja Naveed Position: Director

Signature: *Raja Naveed*

Date Reviewed: 7th November 2023
Next Review Date: 7th November 2024

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1.2 Introduction

Contained within this document are the policy, organisation details and arrangements for the health, safety and welfare relating to our work activities in the United Kingdom.

This health and safety policy has been developed to enable our organisation to comply with the statutory requirements of the Health and Safety at Work Act 1974 and associated legislation.

Our organisation believes that health, safety and welfare issues rank equally with our other business objectives, and good health and safety performance is recognised within our organisation as being an integral part of overall business performance.

We take an active approach to integrate this health and safety policy within our organisation, as we realise that failing to do so could result in avoidable harm to people as well as the associated loss and damages to our organisation.

In addition to this document, arrangements may also be expanded on in other documentation such as:


- Health and safety procedures
- Health and safety risk assessments
- HSE Approved Codes of Practice (ACOP)
- Health and Safety Management System Documents

1.3 Health and Safety Objectives

The health and safety objectives for our organisation are:

- To maintain statutory standards of health and safety performance and ensure continuous improvement.
- To avoid accidents and ensure nobody suffers ill health as a result of employment within our organisation or due to our work activities.
- To plan and manage activities so that foreseeable hazards are assessed and risks within our organisation are managed as far as reasonably practicable.

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- To review and compare the results annually with the previous year's results to measure the effectiveness of controls and determine any further actions.

2.0 Safety Management System


This health and safety policy forms part of the health and safety management system as the foundation document from which the management system can be developed and maintained.

Spectra Safety provide use with advice and guidance as per our contractual arrangements and will be consulted as required on health and safety related matters.

Our Safety Management System, including this policy and all other associated procedures, will be reviewed in light of relevant information provided to us by Spectra Safety, following any significant change within our organisation and at least every 12 months.

To help maintain the highest standards of health and safety performance and ensure continuous improvement, the Senior Management of our organisation will establish and review annual objectives for health and safety.


The key elements of the SMS are outlined in the following illustration:

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THE PLAN DO CHECK ACT CYCLE

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3.0 Planning & Implementation

3.1 Health and Safety Policy Statement

Our company is committed to planning, controlling and reviewing our activities in such a manner, that wherever practicable, no harm or ill health befalls employees or any other persons who may be affected by our work activities.

Towards achieving this objective:

- The Directors will ensure adequate resources are provided in terms of finance, time and people to meet the organisation's health and operational needs
- Avoidance of occupational injury and ill-health will be given priority in methods of work and selection of suppliers, and will not be compromised
- There will be full compliance with legal safety requirements
- Work will only be undertaken, managed and supervised by those who are competent; training will be available to all employees concerned
- All accidents, incidents and near-misses will be recorded, significant events reported; investigated and the findings shared; in order to continually improve the health and safety performance of the organisation
- There will be a regular review and audit of the organisation's health and safety management systems
- All employees and suppliers are required to cooperate with the organisation's policies and with each other as a vital part of our strong health and safety culture
- Both employees and suppliers are encouraged to contribute to the safest methods of working at all times
- Breach of safety rules will be corrected, investigated and appropriate disciplinary action taken against those who create or condone unnecessary risk


The Directors recognise and value the importance of the organisation's health and safety culture and ask everyone to play an enthusiastic part in maintaining and improving on it. We must all be vigilant, quickly reporting dangerous acts or situations and striving to make our workplaces safe and better places to work.

Signature: *Raja Naveed*

Date: 7th November 2023

Position: Director


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This handbook should also be read in conjunction with our **GD002 Quality Manual**.

3.2 Health and Safety Organisation Chart

DIRECTOR/S
 INTERNAL BUSINESS DEVELOPMENT STAFF
 INTERNAL ADMINISTRATION STAFF
 INTERNAL COMPLIANCE STAFF
 TECHNICAL MONITORING STAFF
 RETROFIT INSTALLERS and SUBCONTRACTORS
 RETROFIT ASSESSORS
 RETROFIT COORDINATORS
 SUPPLIERS

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3.3 Responsibilities


3.3.1 The Managing Director

The Managing Director has the overall responsibility for health and safety throughout the business, incorporating the duties set out in the organisation's policy statements, supporting procedures and management systems, and has responsibility for ensuring that:

- All contracts are administered in accordance with the organisation's health and safety procedures
- Adequate resources are available
- The effectiveness of health and safety management is monitored and reviewed and any shortcomings are identified and corrected
- Any areas that require attention are reported to the appropriate Director/Manager
- Objectives and targets for the organisation are set, to achieve a reduction in accidents and occupational ill health in line with the organisation's objectives
- Visits to sites/locations are carried out as required, to monitor the standards of health and safety practice
- Directors and Managers are aware of their responsibilities concerning safety management and that they receive appropriate training
- The health and safety performance of the organisation is monitored through periodic reviews of accident and incident data and that all activities receive a periodic safety audit
- Annual review of health and safety performance is conducted, ensuring the policy remains in line with the organisation's objectives together with specific responsibility to advise the Directors of any matters that compromise the effectiveness of the organisational structure, procedures or systems
- Ensuring that there is a consistent and co-ordinated approach to health and safety throughout the organisation

3.3.2 General Duties of Directors

The Director has ultimate responsibility for health, safety and welfare at the company.


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The Director with prime responsibility is the Managing Director. He is responsible for bringing the policy to the attention of all management, employees and suppliers and ensuring compliance through monitoring arrangements.

This Policy is a live document, which needs to be reviewed from time to time to ensure that it remains current with the organisation's activities and changing legislation. It is the responsibility of the Director, with the assistance of Spectra Safety, to assess the implications of new legislation and best practice, investigation/audit reports, monitoring systems for the organisation and to amend the policy as necessary.

Throughout the organisation, the visible and active leadership of Directors, through to first-line Managers is necessary to develop and maintain a culture that is supportive of health and safety management by promoting an interest in, and enthusiasm for, occupational health and safety matters throughout the management team and:

- Will advise the Managing Director of any matters that compromise the effectiveness of the organisational structure, procedures, or systems;
- Will not withstanding their individual executive functions monitor the safety performance of their area of the business and take such steps as may be necessary to improve the performance;
- Will ensure that Managers within their sphere of influence are aware of their responsibilities as laid down by our organisation's health and safety policy and safety management system;
- Will ensure that all managers under their control receive adequate and appropriate training in health and safety matters and are provided with all necessary information to enable them to carry out their duties safely. Training is to be provided in accordance with our organisation's training policy;
- Will allocate sufficient resources to enable our organisation's health and safety policy and procedures to be adhered to effectively, with particular emphasis being given to health and safety training;
- Will be familiar with the broad requirements of health and safety legislation;


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- Will liaise closely with other Directors and Spectra Safety, as required to ensure the organisation complies with our health and safety policy and safety management system;
- Will give employees under their control the opportunity to air any concerns they may have on any health, safety, or welfare issues during team meetings.

3.3.3 Managers

Managers have operational responsibility for health and safety and are responsible for ensuring that:

- They identify and implement risk control measures in accordance with the “general principles of prevention”;
- Health and Safety standards are maintained with the aim of continual improvement;
- Health and Safety issues are given priority;
- Health and Safety performance within their area of responsibility is monitored and corrective action is taken if standards fall below organisation expectations;
- Appropriate resources are allocated to the planning of all activities and they are effectively managed and supervised;
- Managers and supervisors are aware of their responsibilities concerning safety management and that they receive appropriate training;
- The safety training and development needs of all employees under their control are appropriately met so that are competent to discharge their duties;
- The reporting of accidents, occupational ill health and near miss incidents is in accordance with the organisation’s procedures and ensuring that investigations are carried out;
- The relevant safety management system is applied to all activities under their control;
- They monitor the health and safety performance of employees and suppliers through site visits and inspections as per the requirements of the safety management system;
- They set an example in safe behaviour, good management and positive leadership;
- Promote a positive health and safety culture;
- The requirements for occupational health and sickness absence management are followed.

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3.3.4 Employees


Employees have the responsibility to:

- Look after their own safety and give consideration to the safety of others;
- Co-operate with our organisation so far as necessary to enable successful implementation and compliance with health and safety legislation;
- Familiarise themselves with this document, in particular their individual responsibilities and all other relevant sections to their role to discharge duties safely and efficiently;
- Not intentionally or recklessly interfere with, or misuse health, safety and welfare provisions;
- Report any accidents, incidents, near misses or occurrences of ill health in line with our organisation's health and safety management system;
- Report any faults/defects in plant/equipment/machinery, or any hazardous situations to their manager immediately;
- Work in accordance to any safety instructions provided, including risk assessments and method statements, and to inform their manager if they do not feel competent to undertake a task they have been set;
- Use and store Personal Protective Equipment (PPE) correctly at all times in line with risk assessments and training;
- Report any matters that may compromise the effectiveness of the health and safety management system;
- Raise any concerns relating to health, safety or welfare to their Line Manager or Spectra Safety.

3.3.5 Responsible Persons

The table below lists the details of the persons or contracted companies who have been nominated to undertake specific health and safety duties within our organisation.

Duties	Name	Details
Health and Safety Advice	Khurram Fiaz of Spectra Safety	0161 926 8519
First Aiders		
Emergency First Aider		
Appointed Person		

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3.4 Communication of Information to Employees

To ensure the effective communication of health and safety information to employees, our organisation uses the following systems:

- Verbal
- Tool box talks
- Memorandums
- General notices
- Newsletters
- E-learning on-line training courses

In addition, a health and safety Law poster is displayed in a prominent location in the premises and our safety management system is made readily available.

Safety bulletins allow us to inform our employees of important and up to date health and safety information. Important communications will require receipt from employees to confirm they have read and understood the information they contain.

3.5 Co-operation and Consultation


Our organisation ensures that all of our employees are provided with the information that they require to work safely and without risk to their health.

Our organisation will consult with all relevant company personnel relating to health and safety issues which will take a variety of forms including:

- Direct consultation with any appointed safety personnel or representatives
- Health and safety meetings as required
- Health and safety committee meetings if applicable
- Issue of newsletter, safety bulletins and associated documents


Our organisation requires all employees to cooperate with the organisation to ensure we meet our legal and insurance requirements. Employees are made aware that they have a responsibility to cooperate with the organisation on all health and safety matters and may be subject to disciplinary action should they not adhere to company policy.

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SECTION 4

HEALTH & SAFETY INFORMATION

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4.1 Code of Conduct – General H&S Rules

The Code of Conduct set out below is designed to cover the main areas of the required standards of behaviour and performance. The code includes our rules, which all employees and contractors are required to comply with, and examples of misconduct which the organisation normally regards as Gross Misconduct. A breach of our rules will render an employee and/or contractor liable to disciplinary action in accordance with the Disciplinary Procedure. An instance of Gross Misconduct may render an employee and/or contractor liable to dismissal without notice.

The following rules and the examples of misconduct are not exhaustive. Employees and contractors are under a duty to comply with the standards of behaviour and performance required by the organisation, and to behave in a reasonable manner, at all times.

General Health and Safety Rules

- Report unsafe conditions to your immediate supervisor
- Promptly report all accidents/injuries/incidents to your immediate supervisor
- Dress properly. Wear appropriate work clothes, gloves, and shoes or boots. Loose clothing and jewellery shall not be worn.
- Operate machines or other equipment only when all guards and safety devices are in place and in proper operating condition.
- Keep all equipment in safe working condition. Never use defective tools or equipment. Report any defective tools or equipment to immediate supervisor.
- Do not leave materials in aisles, walkways stairways, work areas, or other points of egress.
- Practice good housekeeping at all times.
- Training on equipment is required prior to unsupervised operation.
- Compliance with all of the organisation's rules, health and safety policies and procedures is mandatory.
- Properly care for and be responsible for all personal protective equipment (PPE). Wear or use any such PPE when instructed to do so.

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- Use eye and face protection where there is a danger from flying objects or particles, (such as when grinding, chipping, burning and welding, etc.) or from hazardous chemical splashes.

4.2 Working Environment – Housekeeping

Employers have a duty to provide and maintain a safe working environment. Employees can play an important part in this.

Housekeeping

General


- Do not rush about, this causes accidents.
- Do not run in the workplace.
- Don't fool around. Horseplay causes accidents.
- Do not rush around blind corners, especially if you are pushing or carrying a load in front of you.

Waste and rubbish

- All work areas should be kept clean and in a tidy condition.
- Accumulations of waste and rubbish can cause slip, trip and vermin problems. There is a legal requirement to remove accumulations of rubbish on a daily basis
 - If you cause any rubbish or waste or spill anything on the floor, YOU are responsible for clearing it up.
 - Use the appropriate bins remembering that some rubbish has to go into dedicated bins for waste removal purposes.

Spillages

- If you cause a spillage, take the appropriate steps to clean it up.

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- If you come across a spillage, don't just leave it for someone else to fall over it. Take whatever action is necessary to clear it up. Tell your manager, warn employees, barrier off the area.

Obstructions

- Never cause an obstruction to any gangway, fire exit, fire point, first aid box or any area where someone might need emergency access.
- Don't allow gangways to be obstructed by items projecting onto them.
- Close all filing cabinet drawers.
- Close doors behind you.

Storage

Ensure that all items are stored in their correct location.

Don't leave things lying about; do not overload cabinets, drawer's etc; do not place articles on the top of filing cabinets, cupboards etc.

Three areas of particular importance are:

- Slips and trips
- Workplace transport
- Working at height


Slips and trips

Slips and trips are the most common cause of major injuries at work. They occur in almost all workforces. 95% of major slips result in broken bones and they can also be a precursor of other accident types such as falls from height.

Remember:

- Keep walkways clear
- Avoid trailing cables
- Report worn flooring

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- Use of unsuitable footwear

Workplace transport

Most transport-related accidents involve people being hit or run over by moving vehicles, falling from vehicles, being struck by objects falling from vehicles or being injured as a result of vehicles overturning.

Here are some tips to improve workplace transport safety:

- have good lighting in all areas
- Keep delivery areas tidy – remove crates, bins, rubbish etc.
- Mark out with paint, parking areas for vehicles
- Segregate pedestrians and vehicles
- Wear high visibility vest or jackets
- Avoid reversing if possible – one-way system
- Send information about your site to drivers before they arrive
- Drivers - check you have site information before you leave your depot
- Mirrors can help with blind spots – keep them clean
- Drivers stay in the rest room, safe area or the cab during unloading/loading

Working at height

Falls from height are the most common cause of fatal injury and the second most common cause of major injury to employees. The Working at Height Regulations require employers have a duty to carry out risk assessments, avoid working at height wherever possible, provide safe platforms and arrest systems (if necessary) and ensure that employees are appropriately trained.


For the majority of employees, working at height involves the use of leaning ladders or step-ladders.

Here are a few safety tips:

Leaning Ladders set-up

- Do a daily pre-use check (include ladder feet)

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- Secure ladders
- Ground should be firm and level
- Have a strong upper resting point (not plastic guttering)
- Floors should be clean and not slippery

Leaning Ladders in-use

- Short duration work (maximum 30 minutes)
- Light work (up to 10 kg)
- Ladder angle 75 – 1 in 4 rule (1 unit out for every 4 units up)
- Always grip the ladder when climbing
- Do not overreach
- Do not work off the top three rungs

Stepladder's set-up

- Daily pre-use check (feet included)
- Ensure there is space to fully open
- Use any locking devices
- Ground should be firm and level
- Floors should be clean and not slippery


Stepladders in-use

- Short duration work (maximum 30 minutes)
- Light work (up to 10 kg)
- Do not work off the top two steps (top three steps for swing-back/double-sided stepladders) unless you have a safe handhold on the steps
- Avoid side-on working
- Do not overreach

4.3 Fire

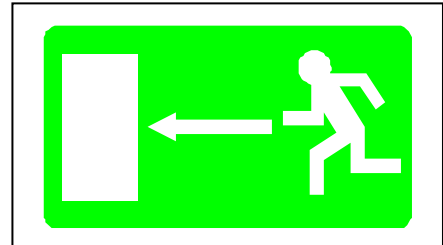
Fire safety at work is always vitally important. You should make sure you know what to do to prevent a fire in the workplace and your means of escape if a fire does break out.

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You should:

- Know what action to take on discovering a fire or hearing the fire alarm and the arrangements for calling the fire brigade. Read your “Fire Action Notice”.
- Know the evacuation procedures and assembly points.
- Familiarise yourself with escape routes and fire exit signs. Never obstruct escape routes, gangways or passages.
- Know the locations and types of fire extinguisher available and how to use them.
- Report any instances of increased risk.
- Keep fire doors closed to stop the spread of fire, heat and smoke.
- Not smoke in areas designated as a no-smoking area and always
- Make sure cigarettes are fully extinguished.
- Report any thoughts you may have on reducing risk.
- Remind yourself on a regular basis of fire safety issues.
- Set a personal example of good fire safety.




Types of Fire Extinguishers

There are several types of fire extinguisher available and your place of work should have sufficient types and numbers suitable for the risks present.

Water extinguishers - Red body or Red Body with Red Label

- Used for general types of fire involving paper, wood, cardboard, etc. - ‘Class A fires’.
- These extinguishers must not be used for fires involving electricity or flammable liquids or for fat fires.
- They are operated by aiming the nozzle at the base of the fire. The fire is extinguished using a sweeping action. As progress is made, the jet is directed progressively higher until the fire is out.


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Carbon Dioxide extinguishers - Black body or Red body with Black Label

- Carbon dioxide extinguishers are mainly used for fires involving electrical equipment 'Class C fires', but to some degree can be effective on other fire types.
- Carbon dioxide extinguishes flames by depriving them of oxygen. As with most extinguishers, the jet should be aimed at the base of the fire but care should be taken to ensure that the flames are driven away from you.
- It should be remembered that gas makes a loud noise when the extinguisher is used, getting louder as it empties
- The gas coming out of the nozzle is very cold and often freezes like snow.
- Care must be taken to ensure that the skin does not come into contact with the gases as cold injury can occur. Always hold the nozzle at the correct place, taking care not to put your fingers near or over the end. Do not hold the black horn if a rigid pipe and horn is fitted.
- Squeeze the trigger in bursts to extinguish the flames.
- Although carbon dioxide is not poisonous, it will decrease the amount of oxygen in the air so should not be used in a confined space or suffocation may result. Likewise, it should not be directed at persons.




Dry Powder extinguishers - Blue body or Red body with Blue Label


- Normally these are used for flammable liquid fires
- They can be used for Flammable Gas fires 'Class C fires' however it is not advisable to extinguish gas fires unless the gas supply can definitely be shut off (or a serious explosion risk may be created) – it is recommended you leave this type of fire to the Fire Services.
- They can also be used for paper, wood, cardboard, etc. 'Class A fires'.
- They should be used in a similar way to water by directing the nozzle at the base of the fire. The flames are then forced down and away from you.
- Be careful when using powder extinguishers in a confined space as the dust can form clouds which can be difficult to see through and may affect breathing.
- Some specialised powders are for flammable metals 'Class D fires' and should be used as directed on the extinguisher







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Foam extinguishers (including Aqueous Film-Forming Foam (AFFF)/Spray foam) - Cream body or Red body with Cream Label

- Foam extinguishers are ideal when used on a contained burning liquid as 'Class B (I) fires. If used correctly, they form a blanket over the liquid preventing oxygen reaching the liquid, thereby extinguishing the flames.
- Correct operation is essential, as the foam has to be directed to the sides of the container allowing it to fall onto the liquid and spread across the surface.
- N.B. If directed at the surface it will usually sink.
- Foam can also be used instead of water. AFFF is frequently is considered a suitable replacement for water.

Fire Extinguisher Chart							
Extinguisher		Type of Fire					
Colour	Type	Solids (wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats	Special Notes
	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No	Dangerous if used on 'liquid fires' or live electricity.
	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes	Not practical for home use.
	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No	Safe use up to 1000v.

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	Carbon Dioxide (CO2)						Safe on high and low voltages.
		No	Yes	No	Yes	Yes	

The Fire Safety (England) Regulations 2022 were laid under article 24 of the Fire Safety Order 2005. Regulations made under article 24 can impose requirements on responsible persons or others, including building owners and building managers, in relation to mitigating the risk to residents for specific premises.

The UK government recently implemented significant amendments to fire safety regulations effective as of October 1st 2023. These changes are designed to enhance safety and accountability in various types of buildings and premises.

The Fire Safety Order applies to all premises including workplaces and the common parts of all multi-occupied residential buildings. It already required responsible persons where necessary to take certain steps to ensure the safety of residents.

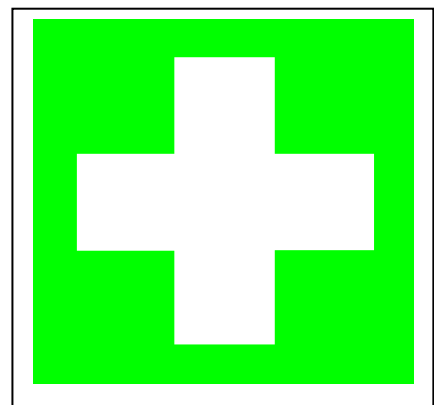
Documents on fire safety law and guidance for those who have a legal duty for fire safety in a relevant building to help them meet those duties are available here.


<https://www.gov.uk/government/collections/fire-safety-legislation-guidance-for-those-with-legal-duties>

4.4 First Aid – Accident Recording

People at work can suffer injuries or fall ill. It is important that they receive immediate attention and that an ambulance is called in serious cases. First aid can save lives and prevent minor injuries become major ones. It does not include giving tablets or medicines to treat illness.

In first aid terms, an appointed person is the person who takes charge when someone is injured or falls ill, including calling an ambulance if required. They should also look after the first aid equipment e.g. re-stocking the first aid box. Appointed persons should not attempt to give first aid for which they have not been trained.



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A first aider is someone who has undergone a training course administering first aid at work and holds a current first aid at work certificate. A first aider can undertake the duties of an appointed person.

Remember:

- Find out who the appointed persons or first aiders are
- Find out where the nearest first aid box is kept

FIRST AID PERSONNEL

It is a lawful requirement for an employer to provide an adequate number of suitably trained persons. When considering your risk, the following should be evaluated and appropriate allowances made -

- The operations undertaken at the place of work,
- Your location in relation to obtaining medical assistance - response time(s),
- The number of persons employed/present at any one time,
- Holiday and or periods of sickness/absence cover,

The persons selected should be trained to the required standard by an authorised/recognised body for this purpose, either to the standard of 'First Aider' or an 'Appointed Person'.


Training should be provided through an agency approved by the Health and Safety Executive; usually the local St John Ambulance, St Andrew's Ambulance or the Red Cross provides local training courses. The number of persons depends on the number of employees and the risks to which they are subjected. A high number of office personnel may require less cover than substantially lower numbers in engineering where the risks are likely to be greater. However, cover should be provided even for a low number. Even though the risk of an accident is low, there is always the possibility of a serious medical condition such as a heart attack, epilepsy or diabetes.

FIRST AID MATERIALS AND CONTAINERS/KITS

The details of first aid materials/supplies are stated on a preceding page.

It is general practice for a recognised and qualified person to take care of the first aid containers/kits supplied by the company.

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It is good practice to have extra first aid containers/kits for the temporary replacement of an under-stocked or soiled one.

This is particularly appropriate for first aid boxes kept in vehicles.

A record should be kept of the date it was inspected and the required contents of the box.

Additional first aid materials and equipment may be required such as:

- Scissors,
- Adhesive tape,
- Disposable aprons,
- Individually wrapped moist wipes,
- Sterile eye solution (minimum 1 litre),
- Blankets, and
- Specific personal protective equipment for the first aid personnel attending.


ACCIDENT RECORDING

The qualified person who carries out the first aid treatment should ensure that the injured person or his representative makes the appropriate entry in the accident/incident record book.

A nominated member of the Management Team will inspect the accident/incident record books periodically and update accident statistics. This periodic review will assist in allowing formal remedial action to be taken to reduce the risk of a repeat accident.

All accidents, no matter how small, should be reported in writing in the Accident Report Book. It is the responsibility of the injured person to ensure that this is done.

The first aider should keep a treatment register giving details of dates/times and type of treatments administered.

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CONTENTS OF FIRST AID KITS/CONTAINERS

First Aid boxes contain the following:

	Number
Leaflet on Basic advice on first aid at work IND(G) 347	1
Individually wrapped sterile adhesive dressings (Assorted Sizes)	20
Sterile eye pads	2
Individually wrapped triangular bandages (Preferably Sterile)	4
Medium sized Individually wrapped sterile unmedicated wound - dressing approx. 12 cm x 12 cm	6
Large sterile Individually wrapped unmedicated wound dressing- approx. 18 cm x 18 cm	2
One pair of disposable gloves	1
Safety Pins	6
Individually wrapped medi-wipes	10


First aid boxes are inspected monthly and the results recorded on the appropriate form.

All deficiencies must be reported to a responsible person so that replacement items can be arranged.

CONTENTS OF TRAVELLING FIRST AID KITS/CONTAINERS

Where provided will contain at least the following:

	Number
Leaflet on Basic advice on first aid at work IND(G) 347	1
Individually wrapped sterile adhesive dressings	6
Large sterile unmedicated dressing (Approx. 18 cm x 18 cm)	1
Triangular bandages	2
One pair of disposable gloves	1
Safety pins	2
Individually wrapped medi-wipes	5

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4.5 RIDDOR (Reporting of Injuries, Diseases, Dangerous Occurrences Regulations 2013) – Report an incident

RIDDOR puts duties on employers, the self-employed and people in control of work premises (the Responsible Persons) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) to HSE without delay and within 7 working days of the incident occurring.

Only “responsible persons” including employers, the self-employed and people in control of work premises should submit reports under RIDDOR. This would be the Managing Director.

The director should complete the appropriate online report form and submit directly to the RIDDOR database. These online forms can be accessed via the web link www.hse.gov.uk/riddor/report.htm and they fall into the following categories:

- Report of an injury
- Report of a dangerous occurrence
- Report of an injury offshore
- Report of a dangerous occurrence offshore
- Report of a case of disease
- Report of a flammable gas incident
- Report of a dangerous gas fitting


Key definitions

Regulations 4-6 cover the reporting of work-related deaths and injuries other than for certain gas incidents. RIDDOR requires deaths and injuries to be reported only when:

- There has been an accident which caused injury
- The accident was work-related
- The injury is of a type which is reportable

What is an accident?

In relation to RIDDOR, an accident is a separate, identifiable, unintended incident, which causes physical injury. This specifically includes acts of non-consensual violence to people at work.

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Injuries themselves, e.g. “feeling a sharp twinge”, are not accidents. There must be an identifiable external event that causes the injury, e.g. a falling object striking someone. Cumulative exposures to hazards, which eventually cause injury (e.g. repetitive lifting), are not classed as “accidents” under RIDDOR.

What is meant by “work related”?

RIDDOR only requires you to report accidents if they happen “out of or in connection with work”. The fact that there is an accident at work premises does not, in itself, mean that the accident is work-related – the work activity itself must contribute to the accident. An accident is “work-related” if any of the following played a significant role:

- The way the work was carried out
- Any machinery, plant, substances or equipment used for the work or
- The condition of the site or premises where the accident happened

What are “reportable” injuries?

The following injuries are reportable under RIDDOR when they result from a work-related accident:

- **The death of any person** (Regulation 6)
- **Specified Injuries** to workers (Regulation 4)
- Injuries to workers which result in their **incapacitation for more than 7 days** (Regulation 4)
- Injuries to non-workers which result in them **being taken directly to hospital for treatment**, or specified injuries to non-workers which occur on hospital premises. (Regulation 5)


Examples of reportable incidents and to help you decide whether or not an incident is reportable visit www.hse.gov.uk/riddor/examples-reportable-incidents.htm.

All incidents can be reported online but a telephone service is also provided for reporting fatal/specified, and major incidents only – call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 08.30 a.m. to 5 p.m.).

4.6 Work Equipment

Work equipment is almost any equipment used by an employee or contractor at work including:

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- machines such as circular saws, drilling machines, photocopiers, mowing machines, tractors, dumper trucks and power presses;
- hand tools such as screwdrivers, knives, hand saws and meat cleavers;
- lifting equipment such as lift trucks, elevating work platforms, vehicle hoists, lifting slings and bath lifts;
- other equipment such as ladders and water pressure cleaners.

Employer's and contractor's duties include ensuring that work equipment is:

- suitable for use, and for the purpose and conditions in which it is used;
- maintained in a safe condition for use so that people's health and safety is not at risk;
- inspected in certain circumstances to ensure that it is, and continues to be, safe for use. Any inspection should be carried out by a competent person and a record kept until the next inspection. You may be required to carry out and record daily inspections on certain items of work equipment.

Employers and contractors also need to ensure that people using work equipment have received adequate training for the particular equipment.


Risks created by the use of work equipment should be eliminated where possible or controlled by:

- taking appropriate 'hardware' measures, e.g. providing suitable guards, protection devices, markings and warning devices, system control devices (such as emergency stop buttons) and personal protective equipment;
- taking appropriate 'software' measures such as following safe systems of work (e.g. ensuring maintenance is only performed when equipment is shut down etc), and providing adequate information, instruction and training.

Remember

- Read and understand your employer's risk assessment
- Ensure that you only operate (or maintain) work equipment where you are competent to do so
- Work within any safe system of work

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- Use guards at all times
- Ensure maintenance is carried out safely e.g. isolate or remove the power source

Training

Before someone uses an item of plant, machinery or equipment you must be adequately trained and in some circumstances be of a certain age.

The operator of the equipment should be trained in the hazards associated with the machine as well as in the method of operating it.

Operating

The machine must be operated in the prescribed manner and in conformance with the manual supplied by the manufacturer or supplier of the machinery.

All guards provided must be used at all times and never bypassed.

It is illegal to remove anything from the machine that is provided in the interests of safety. It is also very dangerous.

Ensure that you know how to stop the machine before starting it and how to disconnect it from its power sources, electricity, gas, air, etc. before operating it.

Report any dangerous situations you observe and do not operate the machine until the hazard has been removed.

Cleaning

Do not clean the machine without switching off ALL its power sources and ensuring the machine is stationary, has come to its proper stopping position, and cannot be accidentally re-started.


If necessary, lock the controls in the off position and remove any keys that will allow re-energisation.

4.7 Manual Handling

General

Everyone who has to lift or carry, and that includes most employees should be trained in the correct way to do it.

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Every person should follow the guidance below when lifting or carrying.


Method

- Keep your back straight, bend the knees and lift using the strong muscles in the leg.
- Keep objects as close to your body as you can, ensuring that where possible, the narrowest side is facing forward.
- When pushing or pulling keep your back and arms straight, tuck your chin in and use your front foot to balance you whilst you thrust with your back foot.
- Wherever possible use mechanical means of lifting.
- Use trolleys, hoists etc. when lifting or moving.
- Remember when carrying large items, you may be unable to see where you are walking. Always check your route before starting.
- Keep the heaviest part of the load to the body when lifting or carrying.
- Wear suitable protective equipment but remember that gloves which are too big may cause problems if your fingers do not reach the end. Never 'snatch' a load or drag it off a surface when lifting. If it is too heavy you will drop it or cause serious injury.

Manual handling injuries can occur wherever people are at work – on farms and building sites, in factories, offices, warehouses, hospitals, banks, laboratories, etc. Manual handling injuries are the most common reason for absence from work.

Here are some practical tips for good handling technique for lifting:


- *Think before lifting/handling.* Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.
- *Keep the load close to the waist.* While lifting keep the load close to the body for as long as possible. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.

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- *Adopt a stable position.* The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). You should be prepared to move your feet during the lift to maintain your stability. Avoid tight clothing or unsuitable footwear which may make this difficult.
- *Get a good hold.* Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- *Start in a good posture.* At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- *Don't flex the back any further while lifting.* This can happen if the legs begin to straighten before starting to raise the load.
- *Avoid twisting the back or leaning sideways* especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- *Keep the head up when handling.* Look ahead, not down at the load, once it has been held securely.
- *Move smoothly.* The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury
- *Don't lift or handle more than can be easily managed.* There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.
- *Put down, then adjust.* If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Here are some practical points to remember when loads are pushed or pulled.

- *Handling devices.* Aids such as barrows and trolleys should have handle heights that are between the shoulder and waist. Devices should be well-maintained with wheels that run smoothly.
- *Force.* As a rough guide the amount of force that needs to be applied to move a load over a flat, level surface using a well-maintained handling aid is at least 2% of the load weight. You should try to push rather than pull when moving a load, provided you can see over it and control steering and stopping.

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- *Slopes.* You should enlist help from another worker whenever necessary if you have to negotiate a slope or ramp, as pushing and pulling forces can be very high.
- *Uneven surfaces.* Moving an object over soft or uneven surfaces requires more force. Again, you should enlist help from another worker whenever necessary.
- *Stance and pace.* You should keep your feet well away from the load and go no faster than walking speed. This will stop you becoming too tired too quickly.

4.8 DSE – Display Screen Equipment

Definition of a designated “User” of DSE:

Employees and contractors will be considered to be “users” when one or more of the following criteria apply:

- they use DSE regularly and continuously, typically for more than an hour at a time
- they depend on display screen equipment to do the job, i.e. there is no alternative way of doing the job
- they need additional training and/or particular skills in the use of display screen equipment to do the job
- fast transfer of information between operator and screen is important
- the work being done requires a high level of attention and concentration and the consequences of error may be serious for the business.


Designated “Users” will be entitled to:

DSE Assessment

- a formal and recorded DSE assessment of their DSE work-station and their DSE duties before commencement of DSE work and at a reasonable frequency (normally 12 monthly unless otherwise specified).
- Adequate health and safety training in the use of the workstation upon which they are required to work

DSE Eyesight checks and Corrective appliances

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- a DSE eye and eyesight check at the employer's expense (*Max. cost - limit applies*) on request, either whilst using DSE equipment or prior to becoming a user and at a reasonable frequency (normally approximately 2 yearly - with a minimum interval of 12 months unless otherwise specified by an optometrist)
- a basic set of corrective appliances (usually single focal length pair of spectacles) at employer's expense (*Max. cost - limit applies*) on request at a reasonable frequency if required for DSE work (normally approximately 2 yearly - with a minimum interval of 12 months unless otherwise specified by an optometrist).

You may/will normally be required to initially pay an optometrist for the eye and eyesight check and/or corrective appliances – claim reimbursement as below. If you voluntarily choose more expensive suitable option(s) you thereby agree to pay the associated extra cost(s).


Claim to entitlement and claim for reimbursement:

- to claim entitlement to eyesight check and/or for corrective appliances you must apply to/get prior approval from your Manager to go for an eye and eyesight check etc. Frequency and cost limits etc. will be explained to you on your application to your manager.
- to submit claim for reimbursement for eyesight check and/or corrective appliances you should apply to your Manager – Documentary evidence of eyesight check, and where appropriate requirement for and purchase of corrective appliances, from the optometrist must be presented with valid receipt(s) for any expenditure. Re-imbursement will be in line with reasonable policy, methods, timescales and financial limits.

The following points should be considered when using display screen equipment (DSE)

- Ensure that your chair is suitable and provided support for your back.
- The height should be adjustable, as should the back and back support height.
- Always set the chair to your own particular requirements.
- If your feet do not touch the ground with comfort, use a foot rest.
- Organise your work, if possible, so that you have occasional breaks away from the screen.
- Adjust the screen settings to suit yourself.
- Position the screen so that there is no glare.

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- Report equipment or software faults immediately.
- Set the keyboard so that it is comfortable and use wrist supports when required.
- Use carefully positioned holders for your work when you are copy typing.
- Make full use of the equipment provided and adjust it to get the best from it and to avoid potential health problems.

Here are some practical tips:


Getting comfortable

- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your forearms should be approximately horizontal and your eyes the same height as the top of the VDU.
- Make sure you have enough work space to take whatever documents or other equipment you need.
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward neck and eye movements.
- Arrange your desk and VDU to avoid glare or bright reflections on the screen. This will be easiest if neither you nor the screen are directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light.
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users.

Keying In

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying.
- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't over-stretch your fingers. Good keyboard technique is important.

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Using a mouse

- Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk, so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used.
- Support your forearm on the desk, and don't grip the mouse too tightly.
- Rest your fingers lightly on the buttons and do not press them hard.

Reading the screen


- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.
- Software should display text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are unlikely to cause eye strain (avoid red text on a blue background, or vice-versa).
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the VDU may need servicing or adjustment.

Posture and breaks

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable but avoid repeated stretching to reach things you need (if this is frequent, rearrange your workstation).
- Most jobs provide opportunities to take a break from the screen, e.g. filing or photocopying. Make use of them. Frequent short breaks are better than fewer long ones.

4.9 PPE – Personal Protective Equipment



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On 6th April 2022 the Personal Protective Equipment at Work (Amendment) Regulations 2022 (PPER 2022) came into force. They amend the 1992 Regulations (PPER 1992). They extend employers' and employees' duties regarding personal protective equipment (PPE) to limb (b) workers.

Clothing

Clothing in this sense covers the things that people wear including jewellery etc.

The wearing of some jewellery can cause hazards to people whilst at work. Hanging chains can catch in moving machinery, rings can catch when lifting or carrying, earrings can affect the fitting of earmuffs, and watches can snag on moving machinery.

Loose clothing can get caught in moving machinery or be hooked onto passing vehicles. Hanging ties/cuffs can get caught in moving machinery.

If required, wear the protective overalls provided. These not only keep your personal clothing clean, but also reduce the risk of being caught. Sometimes there is a legal obligation to wear overalls.

Issue

All personal protective equipment (PPE) is issued on an individual basis.

No one should use PPE issued to someone else

Wearing PPE

Wherever possible, the necessity to wear PPE will be reduced by removing the reason at source.


Where this is not possible, or where engineering solutions may take time to implement, the wearing of PPE may be compulsory.

Disciplinary action will be taken against anyone who is not using their PPE in the circumstances for which it has been issued and when it is required.

Care of PPE

There is a legal requirement on anyone issued with PPE to take care of it and to take steps to have it maintained or replaced when necessary. In some circumstances the only way your health and safety can be ensured is by requiring you to use personal protective equipment (PPE). The decision to use PPE is only made when other means of controlling risks have been considered and found impractical.

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It is a last line of defence. You will be supplied with, and trained in the proper use of, suitable PPE and have the risks and control measures involved in your work will be explained to you. You will be expected to take care of the PPE issued to you, store it safely and report any defects to a responsible person.

Here are some examples of PPE

Head Protection:

- Helmets used to protect against falls.
- Helmets used to protect against falling objects or impact with fixed objects.
- Scalp protectors (bump caps).

Eye/Face Protection:


- Safety spectacles.
- Goggles.
- Welding filters.
- Face shields.

Foot Protection:

- Safety boots and shoes.
- Clogs.
- Foundry boots.
- Wellington boots.
- Anti-static footwear.
- Conductive footwear.

Hand & Arms:

Gloves and Gauntlets (protection against cuts, temperatures, hazardous chemicals), vibration, sharp objects etc.

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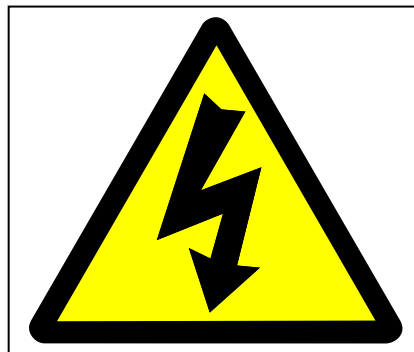
Clothing for the Body:

- Overalls, etc., to protect against hazardous substances.
- Clothing to protect against, cold, heat, bad weather.
- High visibility clothing.
- Life jackets and buoyancy aids

Once issued with PPE, you have a duty to wear it in circumstances for which you have been trained.


You may be subject to disciplinary procedures if you do not do so.

4.10 Electricity



Electricity can kill. It can also cause serious injury, burns, fires and other damage.

- Switch off appliances
- Unplug appliances that are infrequently used
- Only use the appliance for its intended purpose
- Use the appliance in a safe and stable position
- Check that portable electrical equipment that you use at work bears a current PAT test sticker.
- Do not place items on an electrical appliance that could cause it to overheat or obstruct cooling air supplies
- Position leads, extension leads and plugs to avoid tripping hazards.
- If you use a multi-socket extension lead, do not overload it and make sure it is fused
- One extension lead is enough! Never add a further extension lead
- Use an extension lead of appropriate length but always fully uncoil a wind-up extension lead before use

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- Report any damaged sockets, light switches or other fittings and do not use them until they have been competently repaired
- Never attempt electrical repairs or alterations unless you have been trained and authorised to do them
- If you bring electrical equipment in from home it needs to be PAT tested before it is plugged in at work
- Visually check electrical appliances before use (see checklist below) and don't use any damaged items. (95% of faults on portable electrical appliances can be seen.)

Remember to switch off and unplug any appliance before you carry out the following visual checks:

Appliance


- Obvious damage to casing
- Obvious damage to grommet, sleeving or other protection at the point where the lead passes through the casing
- Obvious damage to switches
- Loose screws or other parts
- Water damage, evidence of past spills of liquid, or other contamination

Leads

- Cuts, punctures or abrasion
- Discolouration or distortion which might indicate overheating
- Hardening of the outer insulation
- Kinks
- Taped or other non-standard joints.

Plugs

- Physical damage, cracks, holes in casing, bent pins
- Discolouration or distortion which may indicate overheating

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- Outer insulation layer of lead is not secured within the plug casing. In this case you may see the coloured insulation on the wires

4.11 Hazardous Substances

Use of hazardous chemicals

Only use hazardous chemicals if you are authorised to do so, have received adequate training in the risks associated with them and have the associated hazard data sheets available.

Only use hazardous chemicals for the task intended. Unauthorised use could result in mixed chemicals giving off dangerous fumes or undergoing a violent reaction

Storage of hazardous chemicals

Hazardous chemicals must only be stored in the containers intended for such storage. The hazard warning labels appropriate to the contents should be clearly displayed on the container.

Hazard Data Sheets

There must always be COSHH assessment sheets posted or available where hazardous chemicals are stored, handled, transported and or used.

These must be kept up to date and must describe the chemical, its reaction, what to do in an emergency, how to dispose of the chemical, how to dispose of the container etc.

Empty Container


Containers, which have held hazardous chemicals, can be as dangerous as the chemical itself if it contains residue.

Always follow the supplier's instructions when disposing of the empty container.

Buying hazardous chemicals

The person who buys or supplies hazardous chemicals within this company has a duty to obtain the necessary hazard data sheet and to ensure that it is distributed.

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What are hazardous substances?

Hazardous substances include most hazardous chemicals (including waste and by-products), biological agents and any dust.

Harmful substances that employees may come across and which are covered by COSHH (Control of Substances Hazardous to Health Regulations) include the vast majority of commercial chemicals, many of which have a warning label.




Examples may include:

- cleaning - bleach and other cleaning agents with a warning label (note that household washing-up liquid has no warning label and so is not covered);
- building maintenance - wood dust, glues and adhesives, solvents, paints, and oils;
- grounds maintenance/gardeners – pesticides and chemical fertiliser;
- healthcare - medicines and biological agents (note that COSHH does not cover patients receiving medicine as part of their treatment);
- transport - oils and fuels; and
- office work/printing - printer/photocopier toner, inks, and paper dust.

When considering hazardous substances, remember: that they may come in various forms (gas, liquid, and solid), each of which may be more or less hazardous; that some may contain hazardous impurities; and that exposure to more than one substance at the same time may have additional or worse effects.

Some hazardous substances have separate specific laws covering them and are not covered by COSHH, asbestos and lead for example. Substances which are dangerous just because they are explosive, flammable, or radioactive are also not covered.

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The Effects on Health

There are three main ways a substance can enter the body: inhalation (breathing it in), absorption (through the skin), and ingestion (swallowing it).

The effects on health may develop quickly (acute) and be easily seen or may take years (chronic), making linking the ill-health to the exposure difficult. The effect may develop at the area where the substance enters or comes in contact with the body (local) or it may affect unrelated parts of the body (systemic). Workers may suffer: irritation perhaps leading to dermatitis, sensitisation possibly leading to asthma, a loss of consciousness if overcome by toxic fumes, infection by bacteria, and long-term effects such as cancer. According to the Health and Safety Executive (HSE), exposure can result in "discomfort, pain, time off work and, all too often, premature retirement and early death."

Employee and Contractor Duties

These include:

- making proper use of any control measures e.g. wearing gloves, etc.
- following safe systems of work
- abiding by local rules
- reporting defects in safety equipment.


Remember, if you are in any doubt about using a hazardous substance – ASK!

4.12 Violence and Aggression

Although instances of violence at work have been decreasing in recent years, personal safety remains a high priority especially for people who occasionally work alone. People who work alone should consider the following:

- Always tell someone where you are going, who you are meeting and when you expect to return
- Prepare yourself for difficult meetings by finding out everything you need to know before arriving and planning in your mind how you are going to deal with it

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- Do not meet aggression with aggression
- Do not enter a building, particularly someone else's home if you don't feel comfortable or safe
- If driving, ensure you belong to a national breakdown service and that you know where you are going and how to get there
- Always check the identity of people visiting you in your own office or home. Where possible arrange not to be alone or instigate a "buddy" system where someone checks up on you
- Record the name and contact details of people you are meeting

4.13 Alcohol and Drugs

Alcohol

People under the influence of alcohol or drugs whilst at work are liable to either injure themselves or their colleagues.

Even a small amount of alcohol consumed at lunchtime can reduce reaction times and may cause errors of judgement when operating plant, machinery or equipment. In addition, the perception of risk can be reduced.

The "morning after" condition can also lead to serious incidents and accidents, lack of concentration and carelessness.

Drugs

The use of drugs may lead to a risk to health and safety.


Be aware that many drugs that are prescribed for medical conditions can also have adverse side effects which can be detrimental to health and safety.

The warning 'This drug causes drowsiness - do not operate machinery' is common on prescription tablets but not always heeded. There can be other effects, which can also cause a hazard in the workplace such as a feeling of cold, sweating, clammy hands etc.

Always tell your direct senior if your doctor has prescribed drugs or medication which could affect your work performance.

Drugs do not have to be prescribed to cause side effects. Most cold cures will cause drowsiness.

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Medical conditions

All medical conditions should be explained to your 'senior' and the First Aiders.

Any condition, which could affect your work, should be explained so that adequate measures can be taken to reduce the risk of the condition causing an accident i.e.

- Diabetes
- Epilepsy
- Angina
- Hypertension, etc.

Disciplinary matters

Remember that it will be a disciplinary offence to present yourself for work under the influence of alcohol or drugs.

Disciplinary action may well be taken if you fail to disclose any permanent or temporary condition caused by medicines or illness that could affect the health and safety of yourself or others.

It could also be a breach of legislation for which action could be taken

4.14 Safety Signs and Signals

There is a legal requirement to provide signs in certain circumstances in line with the Health and Safety (Signs and Signals) Regulations 1996. We will comply with this requirement.

Notices & posters


There is a legal requirement to provide and display certain statutory notices including the "Health and Safety - What you need to Know" poster.

These are displayed in the workplace, as is our Employers Liability Insurance certificate.

Fire signs

Fire signs detailing the means of escape from our premises are displayed over every exit door leading from our premises. The outside of the final exit doors are marked to indicate that they are a means of escape route from the premises and so have to be kept clear at all times.

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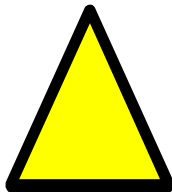
There are fire procedure notices posted around the premises and at every fire point detailing the action to take should a fire occur or the alarm sound.

Each fire point is marked with a sign detailing what each fire extinguisher is to be used for.

Hazard and information signs

There is a legal requirement to ensure that the signs can be seen, so they must not be obscured and must be kept clean at all times.

TYPES OF SIGNS



Warning Signs (Hazards)

This type of sign warns of hazards and will be displayed wherever a hazard is likely to exist.




Prohibition Signs (Must NOT do)

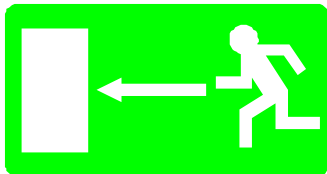
This type of sign is posted where something is prohibited. Failure to conform to this could result in a serious accident, disciplinary action, or prosecution.



Mandatory Signs (Must do)

This type of sign is posted where something must be done; PPE to be worn, route to be followed, etc.

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Emergency Escape, or First Aid, Signs
This type of sign indicates what action is required in an emergency.



Fire Fighting Equipment Signs
This type of sign indicates where fire fighting equipment is located.



Road Traffic Signs (Hazards)
This sign shows Road Traffic warnings.

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4.15 Road Vehicles – and similar work vehicles

Vehicles are examples of work equipment that may take many types, forms and capacities and may be used to carry passengers, carry loads, perform specialist tasks or undertake combinations of these roles.

Whilst not undermining the principle that drivers (while in charge of a vehicle) remain responsible for their own and others' safety and have the responsibility to drive safely their employers are expected to actively manage at-work vehicle risks.

The enforcement of vehicle safety falls to a number of agencies – primarily the HSE on premises, vehicle inspectorates on the public highway and the police. Drivers must comply with road traffic acts & must co-operate with their employer and persons implementing law.


Note: the carriage of dangerous goods by road in large quantities is frequently a specialist topic and such specialist activity is not covered by this guide - you should seek specialist advice.

Many principals for the safe operation of vehicles are common for both on premises and on the public highway.

A brief summary is outlined below:

Operations to be planned within vehicle design parameters, road traffic rules & the Highway Code (including driver's hours) and prevailing conditions

- Traffic rules and the highway code to be followed
- Speed to be reasonable under the prevailing conditions & below statutory limit
- Due care & consideration for others & no dangerous or reckless driving
- Seatbelt(s) to be worn where fitted
- Load to be secure, distributed (where practicable) & not obstruct the driver
- Gross vehicle weight and axle weights not to exceed statutory limits
- No driving under adverse influence of alcohol or drugs or above statutory limit


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- No hand-held mobile telephone/device with an interactive communication function to be operated by the driver (some two-way radios are exempt)
- Vehicles parked with due consideration to others and in approved locations
- Driver's hours to be reasonable under the prevailing conditions & below statutory limit
- Authorised drivers and passengers only
- Access & operating keys and similar devices to only be available to authorised drivers
- Passengers only permitted where suitable seating or other approved position provided
- Driver to be in charge and to instruct passengers (except for drivers under instruction)
- Vehicle drive engine to be stopped when the vehicle is unattended
- Parking brake to be applied when the driver is not in the driving position
- Vehicle maintenance requirements to be met
- Records to be kept
- Vehicle operating parameters & driver's hours
- Maintenance
- Drivers & other employees (or their representatives) to be consulted on operations
- Drivers (while in charge of a vehicle) remain responsible for their own and others' safety and have the responsibility to drive safely

Road Vehicles – Mobile Phones

Prohibition of use of Mobile Phones & Other Devices (Hand-held)

- (1) No person shall drive a motor vehicle on a road if he is using –
- (a) a hand-held mobile telephone; or
 - (b) a hand-held device, other than a two-way radio, which performs an interactive communication function by transmitting and receiving data.

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(2) No person shall cause or permit any other person to drive a motor vehicle on a road while that other person is using –

- (a) a hand-held mobile telephone; or
- (b) a hand-held device, other than a two-way radio, which performs an interactive communication function by transmitting and receiving data.

(3) No person shall supervise a holder of a provisional license at a time when the provisional license holder is driving a motor vehicle on a road if the person supervising is using –


- (a) a hand-held mobile telephone; or a hand-held device, other than a two-way radio, which performs an interactive communication function by transmitting and receiving data.

For the purposes of these Regulations:

A mobile telephone or other device is to be treated as hand-held if it is, or must be, held at some point during the course of making or receiving a call or performing any other interactive communication function.

A person does not contravene a provision of these regulations if, at the time of the alleged contravention –

- (a) he is using the telephone or other device to call the police, fire, ambulance or other emergency service on 112 or 999;
- (b) he is acting in response to a genuine emergency; and
- (c) it is unsafe or impracticable for him to cease driving in order to make the call, or for the provisional licence holder to cease driving while the call was being made.

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4.16 Confined Spaces

“Confined Space” – a space in which, because of its enclosed nature (wholly or partially), there arises a reasonably foreseeable specified risk such as a risk of:

- serious injury to any person at work arising from a fire or explosion;
- loss of consciousness arising from an increase in body temperature;
- loss of consciousness or asphyxiation arising from gas, fume, vapour or lack of oxygen;
- drowning arising from an increase in the level of liquid; or
- asphyxiation arising from a free-flowing solid or the inability to reach a respirable environment due to entrapment by a free-flowing solid”

Some confined spaces are fairly obvious such as closed tanks, shafts, tunnels and sewers. Other confined spaces are less obvious but can carry an equally high degree of risk e.g. open-topped tanks, vats and inadequately ventilated rooms or excavations.

Total enclosure is not required to define it as a confined space. Nor does a lack of physical space, such as in a small room, necessarily make it a confined space.

Confined spaces are potentially dangerous places in which to work because of the risks that may be present. Many people have been killed because they tried to work in a confined space without a suitable safe system of work. Many others have died trying to rescue people who became incapacitated in confined spaces.

You must never enter a confined space without training & authorisation, on your own or without a colleague on the outside (to raise the alarm & assist in your possible rescue).


In many situations a “permit to work” will be required as part of the safe system of work.

You must understand how to obtain a permit and must comply with all its requirements.

Is entry into a confined space really necessary? Entry into confined spaces should be avoided where possible – use external work methods if you can.

A risk assessment must always be performed prior to work in the confined space work commencing. The assessment should be recorded in writing and available to you if you wish.

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You must never work in a confined space unless a safe system of work has been established before entry. Additionally, emergency plans and rescue arrangements must also be in place before entry.

Workers or rescuers who enter confined spaces must be very well trained and be medically fit for the task. There must always be a trained supervisor in charge.

Always ensure there is adequate means of entry to the confined space. Check the size of the entrance. Remember it must also be big enough to let a potential rescuer with breathing apparatus enter and be sufficiently large so as to get you out if you are unconscious or otherwise incapacitated.


Ensure any mechanical or electrical equipment within the confined space has been safely isolated and locked-off so it cannot start up and injure or electrocute you or cause a fire or explosion. Ensure that you isolate and lock-off pipes etc. that may cause gases, liquids or free-flowing solids to enter. Try to remove hazardous contaminants by cleaning from outside, before entry

No entry should take place unless the atmosphere in the confined space has been tested for oxygen, flammable gases or toxic substances. Continuous monitoring and alarms may be required.

Wherever practicable the confined space must be ventilated or purged to remove flammable or toxic gases and to provide oxygen. Never use pure oxygen to purge or “sweeten” the atmosphere - you may cause oxygen-enrichment that may lead to fire or explosion.

Breathing apparatus may be necessary. Never use filtering respiratory protective equipment if there is a shortage of oxygen.

All equipment used must be suitable so as not to cause toxic fumes in use (e.g. petrol engine exhaust fumes) or to cause sparks or other possible ignition sources in the presence of flammable gases or liquids. Remember lighting will usually be required Explosion proof equipment or extra low voltage electrical equipment (less than 25 V) may be necessary. No

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pure oxygen or hazardous or flammable substances should be taken into the confined space.

Beware of leaks of such materials entering the confined space from outside.

All persons entering should wear harnesses and lifelines as these may be required to assist entry but may be essential to help in rescue (where practicable lifelines should remain attached and lead to the outside so that rescuers don't have to enter the confined space).

You must ensure you have adequate means of communications within the confined space and with the outside. You should know how to raise the alarm in case of emergency.

Emergency rescue equipment such as winches etc. may be required and should be capable of being quickly set up & used. Similarly, first aid equipment will be required & resuscitation equipment may be necessary.

Training will be required. You may need to involve the professional emergency services in the planning stage but also in case of an emergency don't forget to brief them on the hazards involved. You may also need to shut down adjacent plant before attempting rescue.

Never enter a confined space without a safe system of work, training and the necessary equipment – you will probably be the next casualty.

Remember: confined spaces can kill, and often do, including would-be rescuers.

4.17 Work at Height

A place is 'at height' if a person could be injured falling from it, even if it is at or below ground level. There is no such thing as a '2 metre rule'.


'Work' includes moving around at a place of work (except by a staircase in a permanent workplace) and will include use of ladders for access/egress.

Is working at height really necessary? Could the task be brought to a lower level?

Remember - what goes up can come down (usually much faster) don't let it be you.

Make sure you are medically fit to work at height.

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Ladders are only suitable as a working platform for simple short tasks. It is much better to get a more substantial platform.

Independent ladders should be set at 75 degrees to the horizontal, 1:4 (one unit out for 4 units up) on a firm level surface and should have a handhold, or extend 1200 mm, beyond a step-off.

Ladders should be secured at the top wherever possible, side or bottom stabilisers or ties may be suitable. A person may “foot” the bottom of a ladder when necessary (they should wear a safety helmet against falling objects).

Wear suitable footwear with a defined heel when using a ladder and avoid climbing with tools or materials in your hands – use a tool belt or haul using a rope

Do not over-reach when using ladders (or over guard-rails on work platforms). Do not use the top step/platform of a stepladder unless it has a knee frame

Use roof-ladders on pitched roofs and provide fall prevention edge protection on flat roofs

Work platforms must have guard-rails, mid-rails and toe boards if there is risk of falling.

Traditional scaffolding and tower scaffolds must be designed, erected, modified or dismantled by competent persons (do not modify, remove parts or add sheeting etc.)


Mobile access equipment such as mobile elevating work platforms (MEWP) such as “cherry pickers” and “scissor lifts” must only be operated by competent trained and authorised persons

Suspended access equipment and work platforms such as cradles, bosun’s chairs and rope access equipment must only be operated by competent trained and authorised persons

All access and work platforms must be examined by a competent person and checked daily by the user or a responsible person such as a supervisor etc. Any damage etc. must be reported and put right before use

Where the risk of a fall is not totally eliminated then fall prevention and fall-protection systems such as restraint and fall-arrest PPE (full-body harnesses and shock-absorbing lanyards) and safety nets must be used if there is risk of falling. Use when erecting / dismantling scaffolding.

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Check PPE every time before you use it. If damaged, or if you are in doubt, don't use it until it has been confirmed as serviceable or replaced. Do not repair or modify PPE unless you are trained, competent & authorised to do so – your life may depend on it!

Attach fall-arrest harness lanyards to a suitable anchorage that can take a fall load. Do not attach yourself to a scaffold tower since a fall may cause it to overturn. Where practicable attach at a high point so as to minimise a fall distance

Make sure you have emergency arrangements to rescue a suspended fallen person (long periods of suspension can kill)


Wherever there is a risk of a fall, including where there are fragile materials at or near your place of work then measures must be taken to prevent falling from or through them. Look out for warnings of fragile materials- remember that many materials get weaker with age. Look out for falling materials from above. Do not throw materials or tools on or from working platforms etc. Use debris chutes where provided.

Beware of obstructions and overhead hazards. Remember when working at height some obstructions bring special hazards that were previously beyond normal reach:

- electrical power cables & conductors such as busbars - electrical shock & burns either through direct contact or close proximity leading to arcing of current;
- pipes carrying steam, compressed air or chemicals – release of contents or high or low temperature;
- radio and radar aerials – electromagnetic / microwave heating etc.;
- radiant and infrared “black” heaters - burns and heating;
- moving machinery (e.g. cranes) & powered drive mechanisms (e.g. belts, chains, shafts etc.) – impact or entanglement etc.

Injury may be caused by obstructions and overhead hazards during the erection, use or dismantling of access equipment. Note: An injury from an obstacle or overhead hazard (or

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other cause) whilst working at height may have a serious further consequence – a fall that may prove more harmful than the original incident

All lifting equipment used must be examined by a competent person and checked periodically

Communications may be more difficult when working at height, especially with others at low level. Make sure you have verbal or signal communications and that all persons understand them.

The weather may seriously hinder or even prohibit working at height, think about the risks that come from strong winds, rain, ice, frost, snow, lightning - if in doubt check before starting work or halt during work if the risk becomes unacceptably high. Ensure you have adequate lighting at night.

Make sure you have sufficient time to complete your task whenever possible, don't risk serious injury by rushing. If you must leave the task or leave work platform unattended ensure that unauthorised persons cannot gain access to the work platform or otherwise come to other harm.

For audit purposes and good housekeeping ensure you have a system in place to record if ladders have been inspected such as a label on the ladder and log clearly identifying when this took place.


Remember - Falls from height can (and do) kill and injure many people each year.

4.18 Construction, Design and Management Regulations (CDM) 2015 - responsibilities

The Construction (Design and Management) (CDM) Regulations 2015 cover a very broad range of construction activities such as building, civil engineering, construction work, demolition, site preparation, site clearance, renovations, decoration, installation, maintenance, and dismantling of structures.

Under the CDM Regulations, legal duties apply to the following duty holders; Clients, Designers, Contractors and Workers for all construction projects even for simple, short

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duration work. Additional duty holders called “Principal Designer” and “Principal Contractor” are legally required to be appointed where projects involve or are likely to involve more than one Contractor working on the project at any time. CDM applies to both non-domestic and domestic premises.

Principal Designer – Eco Efficient Home Solutions Ltd t/as EEH Solutions, Principal

Contractor – A contractor to be appointed as soon as is practicable, and, in any event, before the construction phase begins.

Although our firm is not involved in construction, or design, it is definitely involved in the management of contractors.

Worker’s responsibilities


Workers are those who work for Contractors and for all projects they will:

- Take care of their own health and safety and to others who may be affected by their actions.
- Read and understand health and safety information provided to them.
- Follow site rules.
- Attend any relevant induction or training courses.
- Report any accidents, incidents or risks that might be a danger to themselves and others.
- Liaise with the site safety representative on health and safety matters.
- Cooperation with others and follow reasonable directions from duty holders.

Under the Construction (Design and Management) Regulations 2015 our company may be required to act in the capacity of a contractor.

The company’s key duties as a contractor appointed on a project will be to:

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- Formulate a Construction Phase Health and Safety Plan before any works commence on site (Commercial and Domestic Works).
- Plan, Manage, Monitor and Coordinate the Construction Phase.
- Ensure that any person appointed by the company has the necessary skills, knowledge and experience to carry out their work activities.
- Plan and manage risks associated with the Construction Works (i.e. Plant and Equipment, Information, Instruction and Training, Supervision on site)
- Provide visible leadership through Site Managers actions
- A Systematic approach to Managing Workers
- A Systematic approach to effective Monitoring of the Project
- Coordinate Contractors under company control
- Provide Suitable Site Inductions
- Prevent unauthorised access to site
- Provide Welfare Facilities
- Liaise with the Principal Designer
- Advise Clients of their Responsibilities


4.19 Risk Assessments and Method Statements (RAMS)

If there is an accident on any construction job and it goes to court and HSE have a clear case, then the first thing they will look at is the paperwork. There needs to be a proper set of documents to show that the work was undertaken correctly and with care and attention.

Our company is committed to ensuring the safety of employees and those who may be affected by our work activities. Through completing risk assessments, we identify foreseeable hazards and necessary controls that are required to eliminate or reduce risks as far as reasonably practicable. At our company we use a qualitative technique or risk assessment which relies upon the judgement of a competent person (or Risk Assessor). All employees appointed to undertake the role of Risk Assessor have been deemed competent by management and have received the relevant training.

A competent person nominated by our office with the appropriate Health and Safety knowledge and accreditations should look at a cross section of RAMS and ensure they are to the required standards and if necessary “critique” areas that may need improving providing

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evidence that this has taken place. All our Risk Assessments are documented, communicated to relevant employees and regularly reviewed as per the requirements of the Management of Health and Safety at Work Regulations 1999.

A Risk Assessment is simply a careful examination of what in your work could cause harm to people, so that you can weight up whether you have taken enough precautions or should do more to prevent harm. Employers are legally required to assess the risks in their workplace so that they can put in place a plan to control risks.

Our company follows a standard Risk Assessment Template to enable employees and other parties to easily understand completed assessments.

Where certain other pieces of legislation require specific risk assessments to be completed, such as Control of Substances Hazardous to Health (COSHH) and the Manual Handling Operations Regulations 1992, we will conduct the relevant assessments. Further information is contained in the relevant arrangements within further sections of this policy and the supporting guidance for those sections.

The below cycle illustrates our key steps for undertaking a risk assessment.

HAZARD
IDENTIFICATION AND
EVALUATION


ASSESS THE RISKS
ARISING FROM EACH
IDENTIFIED
HAZARD

ESTABLISH
PREVENTATIVE AND
PROTECTIVE CONTROL
MEASURES

PLAN AND
IMPLEMENT
CONTROL MEASURES

MONITOR CONTROL
MEASURES AND
REVIEW
ASSESSMENT
REGULARLY

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A Method Statement is a document that details the way a work task or process is to be completed. Where identified by risk assessment or required by other parties to undertake works, our company will undertake a method statement to detail how our work activities will be undertaken and their controls.

The Method Statement should outline the hazards involved and include a step-by-step guide on how to do the job safely. The method statement must also detail which control measures have been introduced to ensure the safety of anyone who is affected by the task or process.

All method statements will be created and documented by competent persons and communicated to all relevant employees.

It is important that the workforce understand the requirements of our SHE management system and for example know what is detailed within the Risk Assessments and Method Statements.


All the required paperwork for these is provided in the “Vehicle Packs” and covered as part of our introductory training. When signing the Declaration with this handbook you are confirming that you understand these requirements.

4.20 Gas Safety

All persons who install, maintain, inspect, repair or conduct any other works, including performing the annual gas safety check, on any gas installations and appliances are required to be competent gas safety engineers holding the correct qualifications in line with the Gas Safety (Installation and Use) Regulations. Written records of all works should be kept on file.

We will conduct and review a risk assessment for the storage and use of gas and gas appliances within our premises to ensure the safety of employees and persons who are affected by our work activities. From the risk assessment we will implement the required control measures, including the frequency of inspection and testing of portable gas appliances.

All of our safe systems of work and other relevant information are readily available to employees, contractors, clients and other required parties.

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DECLARATION

HEALTH AND SAFETY HANDBOOK

I have read the Health and Safety Handbook and fully understand the health and safety arrangements and my responsibilities and obligations to ensure their compliance.

I understand that persistent disregard of the rules, regulations and recommendations may lead to Disciplinary action.

.....

(Print Name)

.....

(Signature)

.....

(Date)

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