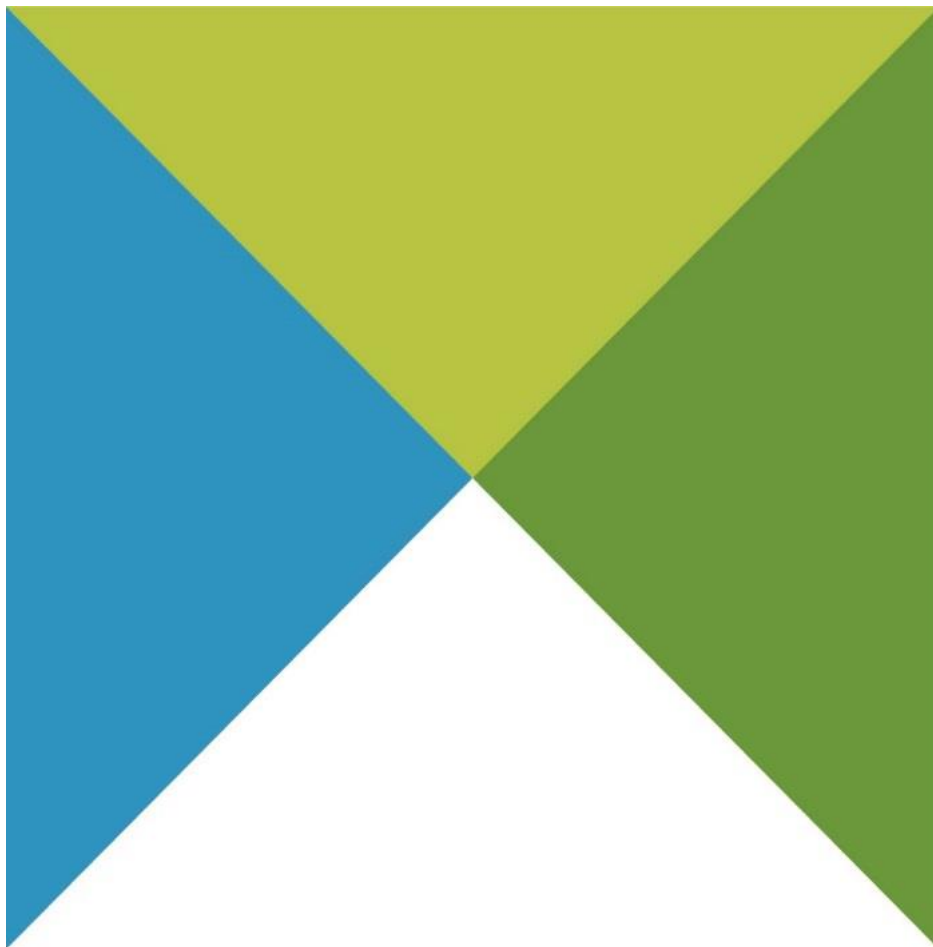


**Automated Building and Energy Controls Ltd/ ABEC Ltd**



***Arrangements Manual***  
***Health, Safety & Wellbeing***

<b>1</b>	<b>INTRODUCTION</b>	<b>5</b>
<b>2</b>	<b>SCOPE</b>	<b>5</b>
<b>3</b>	<b>CONTEXT</b>	<b>6</b>
3.1	UNDERSTANDING THE NEEDS & EXPECTATIONS OF INTERESTED PARTIES	6
3.2	OBLIGATIONS	6
<b>4</b>	<b>LEADERSHIP</b>	<b>6</b>
4.1	SETTING POLICY	6
4.2	ROLES AND RESPONSIBILITIES	7
4.2.1	<i>Management Responsibility</i>	7
4.2.2	<i>Functional Responsibility</i>	7
4.2.3	<i>Competent Advisors</i>	9
<b>5</b>	<b>PLANNING</b>	<b>9</b>
5.1	STRATEGIC PLAN	9
5.2	GOALS (OBJECTIVES) AND PLANNING TO ACHIEVE THEM	9
<b>6</b>	<b>RISK AND OPPORTUNITY MANAGEMENT</b>	<b>10</b>
6.1	ISSUES REGISTER	10
6.2	ASSESSMENTS	10
6.3	CHANGE MANAGEMENT	11
<b>7</b>	<b>SUPPORT</b>	<b>11</b>
7.1	RESOURCES	11
7.1.1	<i>Recruitment and Retention</i>	11
7.1.2	<i>Training and Development, Information, Instruction and Supervision</i>	11
7.2	PERFORMANCE MANAGEMENT	12
7.3	COMMUNICATION	12
7.4	DOCUMENTED INFORMATION	12
7.4.1	<i>Document Management</i>	12
<b>8</b>	<b>OPERATIONAL</b>	<b>12</b>
8.1	HEALTH	12
8.1.1	<i>Transmissible Diseases</i>	13
8.1.1.1	What is a transmissible disease?	13
8.1.1.2	Workplace infection control	13
8.1.1.3	Personal hygiene practices	13
8.1.1.4	Business Travel outside the UK	14
8.1.1.5	Leisure Travel outside the UK	14
8.1.1.6	Immunosuppressed and vulnerable people	14
8.1.1.7	Other	14
8.1.2	<i>Display Screen Equipment (DSE)</i>	14
8.1.3	<i>The Control of Substances Hazardous to Health</i>	15
8.1.3.1	Asbestos	15
8.1.3.2	Silica	15
8.1.4	<i>Manual Handling</i>	15
8.1.5	<i>Noise</i>	15
8.1.6	<i>Alcohol, Drugs and Smoking</i>	16
8.1.6.1	Alcohol or Drugs	16
8.1.6.2	Smoking	16
8.1.7	<i>Welfare Arrangements</i>	16
8.1.8	<i>Stress</i>	17
8.1.9	<i>Managing Risk of Fatigue</i>	17
8.1.9.1	Night shifts	17

8.1.9.2	Early starts .....	17
8.1.9.3	Shift length.....	17
8.1.9.4	Rest periods .....	18
8.1.9.5	Rotation .....	18
8.1.9.6	Social considerations .....	18
<b>8.1.10</b>	<b>Health Surveillance.....</b>	<b>18</b>
<b>8.1.11</b>	<b>New and Expectant Mums .....</b>	<b>18</b>
8.1.11.1	Sources of Information .....	18
8.1.11.2	Do I need to write a risk assessment? .....	19
8.1.11.3	Pregnancy ailments.....	19
8.1.11.4	DSE for new mums.....	19
8.1.11.5	Chemicals & other substances when pregnant.....	19
8.1.11.6	Manual Handling when pregnant.....	19
8.1.11.7	PPE when pregnant.....	19
8.1.11.8	Rest facilities .....	20
8.1.11.9	Business Travel when pregnant.....	20
8.1.11.10	Home working when pregnant.....	20
8.1.11.11	Suspension on maternity grounds.....	20
<b>8.2</b>	<b>SAFETY.....</b>	<b>21</b>
<b>8.2.1</b>	<b>Electrical hazards.....</b>	<b>21</b>
<b>8.2.2</b>	<b>Batteries.....</b>	<b>26</b>
	When working with, or near batteries, or when moving.....	26
8.2.2.1	Charging batteries.....	26
8.2.2.1.1	Getting ready .....	26
8.2.2.1.2	Charging .....	27
<b>8.2.3</b>	<b>Working at Height.....</b>	<b>27</b>
8.2.3.1	Harness Work.....	28
8.2.3.2	Ladders.....	28
8.2.3.3	Scaffolds.....	28
8.2.3.4	MEWPS .....	28
<b>8.2.4</b>	<b>Working under raised floors .....</b>	<b>29</b>
<b>8.2.5</b>	<b>PPE.....</b>	<b>29</b>
<b>8.2.6</b>	<b>Slips and Trips .....</b>	<b>29</b>
<b>8.2.7</b>	<b>Overhead obstructions.....</b>	<b>30</b>
<b>8.2.8</b>	<b>Confined Spaces.....</b>	<b>30</b>
<b>8.2.9</b>	<b>Driving and vehicles.....</b>	<b>30</b>
8.2.9.1	Vehicle Safety and Maintenance.....	30
8.2.9.2	Driver responsibilities .....	30
8.2.9.3	Drivers using their vehicle for ABEC business .....	31
8.2.9.4	Mobile Phone in vehicles.....	31
<b>8.2.10</b>	<b>Lone Working.....</b>	<b>31</b>
8.2.10.1	What is lone working? .....	31
8.2.10.2	Why is lone working a problem? .....	31
8.2.10.3	WHAT IS ABEC DOING TO HELP ME STAY SAFE? .....	32
8.2.10.4	WHAT DOES THAT MEAN?.....	32
8.2.10.5	WHAT DO I NEED TO DO TO STAY SAFE?.....	32
8.2.10.6	When is it OK to work on my own? .....	32
8.2.10.7	WHEN IS IT NOT OK TO WORK ON MY OWN?.....	33
<b>8.2.11</b>	<b>Violence and Aggression .....</b>	<b>33</b>
<b>8.2.12</b>	<b>Equipment .....</b>	<b>33</b>
8.2.12.1	Use and maintenance of tools .....	33
8.2.12.2	Purchasing of equipment.....	33
8.2.12.3	Existing .....	34
8.2.12.4	Testing & Calibration .....	34
8.2.12.4.1	Electrical .....	34
<b>8.2.13</b>	<b>Working away from the office.....</b>	<b>35</b>
<b>8.2.14</b>	<b>Accidents (including Reporting of Injuries, Disease and Dangerous Occurrences Regulations – RIDDOR) 38</b>	
8.2.14.1	Near Miss Incidents .....	38

8.2.14.2	Dangerous Occurrences.....	38
8.2.14.3	First Aid Treatments .....	38
8.2.14.4	Potentially Disabling or Disabling Accidents.....	38
8.2.14.5	Major (specified) Accidents.....	38
8.2.14.6	Fatal Accident .....	39
<b>8.2.15</b>	<b><i>Emergency and Fire Evacuation Procedures .....</i></b>	<b>39</b>
8.2.15.1	Fire Alarm.....	39
8.2.15.2	Fire procedure for – Vehicles.....	39
8.2.15.3	Fire Procedure for - Sites visited/ Hotels.....	40
8.2.15.4	Emergency Arrangements .....	40
<b>8.2.16</b>	<b><i>The Construction (Design and Management) Regulations 2015 .....</i></b>	<b>40</b>
8.2.16.1	Planning and managing construction work .....	41
8.2.16.2	Site induction, information and training .....	41
8.2.16.3	Working on sites – safety considerations .....	42
8.2.16.4	Sub-Contractors Policy.....	42
<b>8.2.17</b>	<b><i>Young Persons at Work .....</i></b>	<b>43</b>
<b>8.2.18</b>	<b><i>Corrective Actions.....</i></b>	<b>43</b>
<b>8.2.19</b>	<b><i>Monitoring and Measuring .....</i></b>	<b>43</b>
<b>9</b>	<b>PERFORMANCE EVALUATION.....</b>	<b>44</b>
9.1	INTERNAL AUDIT .....	44
9.2	EXTERNAL AUDIT.....	44
9.3	INSPECTIONS .....	44
9.4	CUSTOMER SATISFACTION.....	44
9.5	CORRECTIVE ACTIONS .....	44
9.6	CONSULTATION AND PARTICIPATION.....	45
9.7	MONITORING, MEASURING AND IMPROVEMENTS.....	45
9.7.1	<i>Key Performance Indicators (KPIs).....</i>	45
9.7.2	<i>Management Review.....</i>	45
9.7.3	<i>Continual Improvement.....</i>	45

## 1 Introduction

At ABEC our greatest assets are the people we employ and the skills, knowledge, and enthusiasm they bring to our Company. We want to provide a great working environment with continuous improvement at its core. By creating a great working environment, providing clear expectations, and offering support we ensure we can consistently deliver great value for our customers.

This manual provides an overview of the way we ensure that everyone who works for, on behalf of ABEC can carry out their work in a way which keeps them and the people around them safe, healthy, and well. It contains statements that describe our approach to key expectations and obligations. It identifies how we control key risks. It is our minimum expectations. These statements sit alongside and support our risk assessments and method statements.

These expectations apply to Automated Building and Energy Controls (Holdings) Ltd, ABEC (Group) Ltd and all subsidiary companies. These statements apply to the way we do business globally, and to everyone acting on our behalf. Everyone at ABEC is responsible for working in a way that supports this. We will challenge behaviour that falls short of expectations, identify issues, and report them without fear of reprisal. We expect our business partners, suppliers, and subcontractors to apply the same standards as our employees.

We operate a management system that is aligned with the requirements of ISO 45001, ISO 27001 and ISO 14001 and is accredited to the requirements of ISO 9001. We also choose to adopt principles established in standards such as BS 22301 (Business Continuity), ISO 44001 (Collaborative Relationships), ISO 31000 (Risk Management) and BS 10500 (Anti-Bribery) where appropriate.

Our Management System consists of our policies, this manual and all associated processes and risk registers.

## 2 Scope

Automated Building & Energy Controls Ltd [Company Registration Number: 05055271] & ABEC (Group) Ltd [Company Registration Number: 12152619] are both registered in England. The Registered (Head) Offices are at 7 Miller Court, Severn Drive, Tewksbury Business Park, Tewksbury, Gloucestershire, GL208DN, United Kingdom. The management system scope is defined as:

"DESIGN, PROCUREMENT, INSTALLATION, COMMISSIONING, SERVICING, AND MAINTENANCE OF BEMS (BUILDING AND ENERGY MANAGEMENT SYSTEMS)/ PMS (POWER MONITORING SERVICES) WHICH CONTROL AND MONITOR BUILDING SERVICES SUCH AS HEATING, VENTILATION, AIR CONDITIONING, COOLING, LIGHTING, AND UTILITY METERING. ASSOCIATED ENERGY SURVEYS, CONSULTATION, OPTIMISATION AND MONITORING".

The MS is developed and certified at our UK office only, however, all ABEC's operations and activities are governed by and conform to our MS. This includes the activities of subsidiary companies such as ABEC Ltd, ABEC (ME) Ltd, ABEC Controls Group WLL & ABEC (Contracts) Ltd.

Our MS has been developed to meet the requirements and expectations of our clients and other interested parties, to support our obligations in terms of legal requirements and industry standards, to meet the requirements of certification bodies, regulatory authorities and other organisations providing recognition and to meet the requirements of the organisation.

## 3 Context

ABEC is one of the UK's leading independent Building and Energy Management System (BEMS) specialists. We are committed to creating smart solutions for the built environment. We integrate infrastructure, business, people, and services, making the world a more intelligent, economical, and greener place. We aim to harness innovation, connectivity, and emerging digital technologies to create more integrated, efficient, and sustainable buildings. We achieve this through the design, installation, commissioning, and maintaining of building management and energy management systems.

We have moral and legal obligations to protect the Health, Safety and Welfare of our employees and others who may be affected by our activities. We commit to providing safe and healthy working conditions to prevent work-related injury and/or ill health. We have a proactive risk-based approach that considers our employees' wellbeing holistically including their physical safety and their mental health. We recognise that events outside of work can affect health and wellbeing and provide support to employees in respect of these. We have an employee assistance programme which is available to employees 24/7. We have a comprehensive benefits package which supports our employees. We have specific policies relating to alcohol and drugs.

We review all applicable legislation, and we are committed to meeting our legal and other requirements, including relevant codes of practice regardless of the location in which we are working. We review our working methods, the inputs to and the outcomes of our processes with a view to continually improving. We carry out regular training and updates for staff to allow them to implement safe and healthy working practices and give them the confidence to take this decision making outside work to maintain a safe and healthy personal life as well. We monitor not only proscribed training requirements but also technical skills to ensure our people are competent to undertake the activities that we ask them to.

We regularly review our activities to ensure we have safe ways of working and to identify how we can improve processes. We have established objectives both at a strategic and personal level to ensure we continue to strive to improve. We ensure our employees are directly involved in the development of our processes.

### 3.1 Understanding the Needs & Expectations of Interested Parties

Interested parties include groups such as clients, regulators, competitors, our staff, the people, and businesses that work with us and members of the public. Information about how we identify, understand, and implement the needs and expectations of interested parties can be found in the Quality Manual – Interested parties.

The needs and expectations of interested parties are summarised in our Obligations Register.

### 3.2 Obligations

Our obligations are listed in our Obligations Register. Further information about Obligations can be found in the Quality Manual - Obligations.

## 4 Leadership

### 4.1 Setting policy

Our Policy statements summarise our approach to the way we do business including our approach to Health, Safety and Wellbeing. Further Information about Policies can be found in the Quality Manual - Documents.

## 4.2 Roles and responsibilities

### 4.2.1 Management Responsibility

The **Directors** have ultimate control of the company and therefore are accountable for everything that we do. The Director with specific responsibility for Health and Safety is Matthew Morrall, Managing Director. The Directors have appointed an HSEQ Manager to support them with the delivery of their responsibilities and to provide the business with competent advice relating to matters of health and safety.

The Directors ensure that the right resources (time, money, equipment, and people) are made available to maintain a healthy, safe, secure, efficient, and productive working environment. This is done on a day-to-day basis using the Managers, Supervisors, Office Staff and Engineers.

The Directors ensure that all issues are dealt with at the necessary level and all issues relating to the matter are brought to their attention where necessary.

The Directors will control the development and review of policy, with support from the appropriate people or organisations deemed necessary to fulfil that duty.

The **Senior Management Team** is responsible to the Managing Director for ensuring the management of health, safety and wellbeing across their respective areas of responsibility. They are responsible for the strategic plan and associated objectives, and for monitoring progress against them. They are accountable for ensuring significant risk is recognised, managed and where appropriate, accepted. They are responsible for ensuring that objectives are set, monitored, and met. They are responsible for monitoring the performance of all aspects of business performance including the effectiveness of the Management System.

The **Contracts Engineering & Service Managers** are responsible to the Operations Director for ensuring the management of health, safety, and wellbeing in the areas under their control. They are responsible for ensuring significant risk is recognised, managed and where appropriate, escalated. They are responsible for their team's health, safety and wellbeing including the management of their workplaces and the overseeing of their competence. They are responsible for managing the resource required to fulfil business obligations both in terms of equipment and personnel. This includes, but is not limited to, ensuring the equipment provided is appropriate, fit for purpose, the environment provided for activities is appropriate and meets proscribed requirements, personnel are competent and authorised, that a plan is in place to manage succession and personnel are provided with suitable opportunities for development.

### 4.2.2 Functional Responsibility

The functional responsibility for tasks and activities throughout the business are described in process documentation, objectives, and job descriptions. Certain job roles have specific responsibilities, these include but are not limited to:

The **HSEQ Manager** is responsible to the Managing Director for:

Managing certification to ISO 9001, and obtaining 14001, 45001 and 27001 and any other standards as determined.

Ensuring required documentation is maintained.

Carrying out audits across activities to assure that processes and procedures remain fit for purpose, are properly embedded, and are followed.

Highlighting to the relevant responsible person areas of concern and opportunities for improvement.

Providing competent advice to the business in respect of data protection, information security, health, safety and the environment, quality management and business continuity to support them in their duty

to comply with relevant laws, regulations, contractual requirements, professional standards, policies, and procedures.

Managing and updating this, and other manuals and for ensuring that there is no conflict between management system processes.

Delivering key strategic initiatives

Implementing training and awareness programs for employees.

Operational coordination of the Management System, business continuity tests, policies, and procedures.

Obtaining relevant metrics and reports to enable review the performance of the MS.

Acting as the single point of contact for supervisory authorities and consulting with the supervisory authority, where necessary, on any other relevant matters.

Providing support and guidance to staff assigned health, safety and wellbeing responsibilities.

**Project Managers** are responsible to the Contract/Service Managers for managing health, safety and wellbeing in areas under their control. They are responsible for the activity of all project team members and others who may be impacted by the project activity. They are responsible for ensuring a suitable and sufficient risk assessment (including consideration of environmental impacts) is recorded, implemented, communicated, and reviewed. They are responsible for ensuring that any personal data processing is reviewed, assessed, and carried out legally. They are responsible for the quality of product/deliverable output. They are responsible for recognising and escalating concerns appropriately. (Project Managers may also be persons within the business allocated responsibility for the implementation of Internal projects.)

**Project Engineers** are responsible to the Engineering Manager for the quality of product/ deliverable output. They are responsible for ensuring any impacts to health, safety and wellbeing have been highlighted, and where possible designed out of the system. They are responsible for recognising and escalating concerns appropriately. They are responsible for ensuring configuration is carried out in a way which maintains the integrity and security of the as supplied product.

**All employees** are expected to behave in a way that reflects ABEC's commitments. All employees are expected to take care of their own health, safety, and wellbeing and be considerate of how what they do might affect others. We consider the effect that our actions might have on the environment and seek to lessen that impact. We will all, as individuals, seek to deliver the best quality of work for our clients, working with our supply chain to deliver a value engineered solution that meets our clients' expectations.

Employees must never intentionally or recklessly misuse or interfere with the Health, Safety and Welfare provisions. Employees will be expected to co-operate with management and staff on all matters relating to Health and Safety. Employees must always report all accidents, near misses and dangerous occurrences as per Section 10 of the Safety Policy. Employees are expected to be fit to carry out their activities both in terms of physical and mental capacity, capability, and sobriety. If any employee feels they are mentally or physically incapacitated to a degree that they cannot carry out their work, they must stop and inform their line manager. If employees feel that the activities, they are being asked to do are unsafe either for themselves or others they should stop and seek advice. They should stop without fear of reprisal, and they will be supported to find a resolution.

**Sub-contractors** are expected to carry out their duties following best practices and all the appropriate health & safety regulations applicable at the point of work. They are expected to carry out the minimum requirements of our employee's section of this manual as well as adhere to all requirements and recommendations from the Directors and our Health & Safety professionals.



Before any sub-contractors are appointed to carry out work, they must become approved sub-contractors. All approved sub-contractors are listed on an 'ABEC Approved Sub-Contractors Database'. This approval is carried out on an annual basis. To become approved, a sub-contractor, in addition to providing tax/insurance / CSCS details must be issued with the relevant Health and Safety documentation. **Subcontractors** working for the Company will always comply with statutory requirements, procedures and practices that apply to the work being done. Before starting any work on-site, the **Contractor** must advise the Company who their competent health and safety specialist is within their organisation. Where possible, they must provide a method statement for the work, detailing the hazards, risk evaluations and any control measures for the worksite.

### 4.2.3 Competent Advisors

ABEC's competent person is the HSEQ Manager Delwynne Cuttilan (NEBOSH Dip Lv6). The competent person provides support to the directors and guidance to the rest of the company in achieving their health and safety objectives. They are responsible for the day-to-day delivery of HSEQ performance and relevant strategic objectives.

## 5 Planning

### 5.1 Strategic Plan

The Strategic Plan is set annually by the Directors. The Managing Director is accountable for the Strategic Plan. It describes at a high level the objectives for the business over the next 3-5 years. Within the Strategic Plan are objectives for each Senior Manager and business function head. The Strategic Plan is reviewed and updated at least once a quarter by the Senior Management Team and is communicated to the business via the Stakeholders meetings.

### 5.2 Goals (Objectives) and planning to achieve them

The purpose of business goals are to provide focus on key areas which have been identified for development or improvement. They allow individuals and teams to understand what they need to do to help ABEC meet its aims as a business (Strategic Plan). For further details on goal setting see Quality Manual – Goals (Objectives) and planning to achieve them.

The Health, Safety & Wellbeing Objectives are to ensure that:

- Ensure our employees are provided with sufficient and appropriate information, instruction, training, and supervision and they are competent to carry out their duties within the organisation.
- Ensure individual capabilities are acknowledged and supported. We encourage an equal and diverse workforce and strive to ensure our workplaces and opportunities are accessible to all.
- Provide plant, equipment and systems of work that are safe, minimise risks to health and safety and reflect high standards and best practices.
- Maintain a process of risk management that is iterative, dynamic and happens at all stages of work.
- Monitor our activities to maintain a safe and healthy working environment.
- Operate a management system in line with the requirements of ISO 45001 and receive 3<sup>rd</sup> party accreditation of this by the end of 2022.

## 6 Risk and opportunity management

The review of risk is an integral part of our processes in both strategic and operational contexts. It is an iterative process that, with each cycle, contributes progressively to organisational improvement and growth. Risk is not always a negative; it can present opportunity however for positive benefits to be realised risk must be recognised and managed. Desirable effects should be enhanced, and undesired effects should be mitigated.

Areas of activity which could present risk to the business include, but are not limited to:

- Where we work - the design of work areas, processes, machinery/equipment, operating procedures, and work organisation, including adaptation to the needs and capabilities of the workers involved.
- How work is organised - social factors (including workload, work hours, victimisation, harassment, and bullying), leadership and the culture in the organisation.
- Situations associated with work-related activities under our control (including where others are carrying out work on our behalf).
- Situations not under our control but which could cause injury and/or ill health to staff.
- Emergency or non-routine situations including maintenance activities
- Actual or proposed changes to the structure of the organisation, its operations, processes, activities and /or ISMS.
- Ways in which risk and opportunity might be identified include, but are not limited to;
- Looking at trends. Reviewing incidents including emergencies and emergency testing processes, and their causes. Reviewing other people's incidents via alerts, court cases etc.
- Asking the people who carry out the activities - utilising the competence and experience of the business.
- Reviewing information provided from third parties such as clients, sub-contractors, and partners.

For further details of our risk methodology see Risk Manual.

### 6.1 Issues Register

The Managing Director is responsible for the issues register. Issues are the 'symptoms' of risks occurring. The Senior Managers meet weekly to discuss the issues register. All identified issues are allocated to a member of the Senior Management Team and tracked to completion.

### 6.2 Assessments

All employers are expected to undertake risk assessments and convey findings to those concerned before work commences. It is an iterative process that contributes to improvement and growth.

Managing risk allows us to protect assets (people, information, infrastructure, and facilities) and services appropriately and proportionately to threats. The elimination of risk is always the aim, but it is unlikely that many risks can be removed. By selecting and implementing appropriate controls we can ensure that risks identified are reduced to an acceptable level. Risks will be recorded, managed, actioned and escalated as appropriate.

Ways in which risk and opportunity might be identified include, but are not limited to;

- Looking at trends. Reviewing incidents including emergencies and emergency testing processes, and their causes. Reviewing other people's incidents via alerts, court cases etc.

- Asking the people who carry out the activities - utilising the competence and experience of the business.
- Reviewing information provided from third parties such as Clients, sub-contractors, and partners.

All project work must have an assessment of both the activity (generic work activity assessments) and an assessment of the location in which the activity is to be undertaken. Where we are working in Client managed facilities these location specific assessments will be sought from the Client in the first instance and supplemented by a dynamic, engineer led review of the working area at the time of the activity. This dynamic assessment will be recorded in Job Logic for service/maintenance activities and will be noted within start of shift briefings for the Major Projects and Special Projects activities.

## 6.3 Change Management

Change Management is vital to ensuring that the expectations of interested parties are matched, managed, and met. For further details of Change Management see Quality Manual – Change Management.

## 7 Support

### 7.1 Resources

The resources required to establish, implement, maintain, and improve the Management System are kept under continual review and discussed at Senior Management meetings as appropriate. These resources include, but are not limited to, competent people, the right tools and equipment, appropriate working and operating environments.

Additional resource requirements are identified within the budget cycle process. For exceptional spends a business case can be prepared, reviewed by relevant management, and then approved or rejected.

#### 7.1.1 Recruitment and Retention

Our selection process is based on competency criteria in relation to the defined job description. It is vital to our business that we can provide clients with consistently high-quality technical staff and resources, people are our most important asset.

Recruitment and retention figures are monitored by the Human Resources team and are regularly communicated to the Senior Managers via the monthly KPI report. Staff are updated about personnel changes via SharePoint & the newsletter on a regular basis.

Rewards systems (thanks badges) are in place and celebrated.

Choice benefits are regular reviewed, flexible working is offered, and extensive personal and professional development is available as described below.

#### 7.1.2 Training and Development, Information, Instruction and Supervision

To maintain our position, it is vital that we invest in training and development. There are recognised skills shortages within the engineering sector and to help us to mitigate this we have a structured programme of development for engineers from trainee through to senior grades. All engineers are tracked against these ABEC defined grade requirements and development plans are in place to ensure that they can gain competence, awareness, and skills against these grade structures both by formal learning and via mentoring and coaching in the workplace. Any required training will be identified, and arrangements made as soon as practical. HSEQ training is included in the general training matrix.

Supervision will be provided at the level deemed necessary for the employees, for example, young and inexperienced employees will have a higher degree of supervision than those more experienced.

All employees receive toolbox talks monthly from our HSEQ Manager. These monthly toolbox talks are supplemented by locally delivered toolbox talks selected from the ABEC toolbox talk library.

We hold a quarterly Safe-Tea break where all employees are invited to discuss any HSEQ changes, procedure updates and discuss any concerns they may have. These are facilitated by our HSEQ Manager. Information relating to Health and Safety issues will be issued to all employees as required or identified by the risk assessments. The Health and Safety Law poster is displayed in the offices and on the intranet. Health and Safety advice can be obtained from the HSEQ Manager, or the Health and Safety Executive as displayed on the Health and Safety Law poster. All employees receive an induction and periodic updates on process and procedure changes.

Instruction into the safe use of all equipment will be given as identified by the risk assessments.

## 7.2 Performance Management

All employees have an annual appraisal. Our feedback culture means we manage performance issues and celebrate successes on a day-to-day basis. Thanks badges are a common way of celebrating success along with recognition in team meetings/ 121's and other local processes. For further details of performance management see Quality Manual – Performance Management.

We actively engage with Clients performance management programmes on a site by site basis.

## 7.3 Communication

Communication at ABEC occurs as per the Communication Plan.

## 7.4 Documented information

### 7.4.1 Document Management

Documents and the information they preserve, are important assets, needed for verification, payments, legal compliance, auditing, and evidential purposes. A document could be an email, a video, a physical or electronic report, a spreadsheet etc. All documents should be:

- Made available only to relevant people.
- Stored with appropriate security, ideally within one of the electronic records management systems.
- Withdrawn from use and kept in line with the document retention periods outlined in the Archiving Policy.
- Appropriately disposed of.
- Changes shall be recorded, and the updated document communicated to relevant parties.

Further information is available in the Quality Manual – Document Management.

# 8 Operational

## 8.1 Health

We believe in supporting our employees in a holistic way and this includes supporting their physical and mental wellbeing at work and outside of it. ABEC provides all employees with access to a 24/7 employee assistance programme which is entirely independent and offers free and impartial advice on a variety of topics. We provide comprehensive benefits and are looking to supplement these benefits with a financial planning service in 2022 as we recognise that financial concerns are a key wellbeing issue for many people. We have a wellbeing hub on our intranet where employees can find information and support about a wide range of issues. All employees have regular 121's with their line managers where they can discuss personal issues as well as work related performance. We have an occupational health

framework which ensures that employees are supported to stay in work during both acute and chronic health issues. We are reviewing the Mental Health at Work framework to identify how we can make a commitment to this standard in 2022.

## 8.1.1 Transmissible Diseases

### 8.1.1.1 *What is a transmissible disease?*

Most micro-organisms are entirely harmless to humans, and some do important jobs like making the oxygen we breathe.

Infections are caused by harmful micro-organisms ('bugs') such as bacteria, viruses, parasites, or fungi getting into or onto your body. Where the bugs can move from person to person, they can cause multiple infections. Transmissible disease is another way of saying infection or illness passed from person to person.

It can take some time before the bugs multiply enough to trigger symptoms of illness. This is called the incubation period and is why an infected person may not realise they are causing other people to get sick.

Infection control helps to prevent us encountering harmful bugs. Bugs can be spread in a variety of ways, including:

- Breathing – coughs or sneezes release airborne bugs, which are then inhaled by others.
- Touching contaminated objects or eating contaminated food
- Skin-to-skin contact – the transfer of some bugs can occur through touch, or by sharing personal items, clothing, or objects
- Contact with body fluids – bugs in saliva, urine, faeces, or blood can be passed to another person's body via cuts or abrasions, or through the mucus membranes of the mouth, nose, and eyes.

### 8.1.1.2 *Workplace infection control*

One of the best ways to prevent spreading infections in the workplace is not to go to shared spaces if you are sick. If you can then work from home or schedule your work to minimise the number of people, you will see. If you cannot work from home and are well enough to work then make sure you wash your hands thoroughly and regularly, use hand sanitiser whenever you can and minimise skin to skin contact with people. If you are feeling unwell then please discuss with your line manager what option is the most appropriate for you, your team and ABEC.

- Try to use Microsoft Teams for meetings. If you need a face-to-face meeting then consider if they can be outside, or if windows can be opened to improve ventilation. If you are feeling unwell then postpone the meeting until you are feeling better if it cannot be held remotely.
- Limit contact with others in the workplace i.e., avoid handshakes, avoid crowded rooms (especially where there is limited ventilation).
- Be aware of changes at your worksites. If these impact on your ability to complete planned works let the office know as soon as possible.

### 8.1.1.3 *Personal hygiene practices*

Infection control relating to good personal hygiene includes:

- Hand washing – the spread of many bugs can be prevented with regular hand washing. Thoroughly wash your hands with water and soap for at least 20 seconds after visiting the toilet, before preparing food, and after touching equipment. Dry your hands with disposable paper

towels where they are available. The provision of suitable welfare to allow this is critical. If you don't have the right welfare facilities, please tell us!

- Unbroken skin – intact and healthy skin is a major barrier to bugs. Cover any cuts or abrasions with a waterproof dressing.
- Minimise touching things. Don't touch your mouth and nose. Use contactless payment options where possible & prebook/ use apps to check in to locations where this is offered.

#### 8.1.1.4 *Business Travel outside the UK*

Many other countries have different controls and approaches to the control of transmissible disease. It is vitally important that you review the FCO website prior to booking travel and ensure you know what you will need to comply with in terms of vaccination, testing and disease control. If you need to pay for tests, vaccinations, or medicines specific for your travel you may be able to claim these back on expenses.

#### 8.1.1.5 *Leisure Travel outside the UK*

If you are considering leisure travel outside the UK then you should discuss with your immediate Line Manager before completing any holiday arrangements, your Line Manager must authorise your leave before you will be entitled to holiday pay.

Be aware that travel advice regarding isolation, testing and quarantine arrangements with regards transmissible diseases is constantly being updated. If you become aware that rule changes will impact on your ability to return to work on your planned return date you must notify your line manager as soon as practical.

#### 8.1.1.6 *Immunosuppressed and vulnerable people*

If you, or anyone you live with is, or becomes immunosuppressed and you are concerned that this will affect your work you should discuss this with your line manager as soon as possible.

#### 8.1.1.7 *Other*

- Ensure PeopleHR is up to date with your correct contact & emergency info.
- If you have a laptop, take it home with you every night. This will allow you to work from home if you are unwell. Ensure that when you are transporting your laptop to and from work you do not leave it unattended and visible at any time. If you do need to leave it in your car for any reason this must not be overnight and for as short a time as possible, keeping it locked in the boot and out of sight.

### 8.1.2 Display Screen Equipment (DSE)

Almost all of us will use display screen equipment (DSE) regularly. Display screen equipment includes, but is not limited to desktop computers, laptop computers, tablets, and mobile phones. While this equipment is critical to much of the way we work it can, if not used properly, cause significant health issues potentially even resulting in chronic disability.

Everyone who starts with the business will be given information about how they can establish safe working environments and will be given tools such as DSE checklists to allow them to monitor and manage their own workspaces. This approach is believed to give employees the skills they need to work successfully in a hybrid environment where they may be moving between a variety of working environments on an almost daily basis.

Employees who use DSE are offered free eyesight tests and provide suitable corrective lenses for DSE use only. If there are specific issues, then these can be addressed with the support of ergonomic and occupational health specialists.



## 8.1.3 The Control of Substances Hazardous to Health

We use chemicals and substances at work or carry out activities that can produce substances that are hazardous to health. These substances must be properly controlled.

The Project Manager/Engineer is responsible for ensuring that the individuals on-site who are using chemicals have had the appropriate instruction and have any required equipment or PPE. Only competent persons may use chemicals in the work area. COSHH assessments will be produced and managed by the HSEQ Manager. If a new chemical or substance is being used in the workplace the HSEQ Manager should be notified so that the COSHH assessment can be produced.

### 8.1.3.1 *Asbestos*

The Company is committed to ensuring that there is no exposure of employees or any person carrying out work on any premises to asbestos. The **Project Managers / Engineers** are responsible for ensuring they have been made aware of the locations of known asbestos via the Client's asbestos register.

Where it is suspected that any material is believed to be asbestos or suspected to contain asbestos then the **Project Managers / Engineers** will notify the Client so that it can be tested and identified by analysis by a contractor accredited by the UK Accreditation Service (UKAS), before any work may commence.

Where asbestos is confirmed to be present then it will be necessary to take suitable precautions to remove or eliminate the risk to employees. Only competent personnel will be employed to deal with the product and on no account may ABEC employees proceed with their work until the asbestos has been made safe.

The Project Manager at the worksite is to ensure that discussions are held with the site management to identify any potential risks with asbestos and request access to a Site Asbestos Register. The Project Manager will ensure that operators are aware of the location of any asbestos on the site to avoid disturbing the material and of the potential risk of working on asbestos.

The Project Manager is to be informed of any suspected material that may contain asbestos and to comply with any instructions to avoid disturbing any identified hazardous materials.

### 8.1.3.2 *Silica*

## 8.1.4 Manual Handling

Manual handling (lifting, lowering pushing or pulling loads by hand) should be avoided. If things must be moved by hand, then using mechanical aids, things like sack trucks / hoists and trolleys will reduce the risk of injury. If items need to be carried, then splitting loads into smaller parts to reduce weight can be a good option to make it easier. Think about the route to be taken, do you need to go up/downstairs or ladders, climb over things – how will you do that safely while carrying the object. Do you need two people to carry the item? If you do, then lone working will not be an option.

Any manual handling needed should be described in the risk assessment/ method statements or reviewed in the dynamic assessment prior to the start of work. All engineers will be trained to be aware of the basics of manual handling.

## 8.1.5 Noise

Our activities are not noisy and as such no hearing protection or hearing conservation is required. If we are notified by clients that the environments that our engineers will be working in will be noisy, e.g., certain plant rooms containing equipment, fans, pumps, and similar then appropriate hearing protection will be provided.

Engineers will not enter areas where the noise levels are clearly above action levels without appropriate hearing protection. If a conversation cannot be held without raising of voices, then it is likely hearing protection is necessary.

## 8.1.6 Alcohol, Drugs and Smoking

### 8.1.6.1 *Alcohol or Drugs*

ABEC operates a no drink or drugs policy at work, but we encourage and support employees to address concerns positively and proactively. Issues that can arise because of alcohol or drug-related problems include absenteeism, high accident levels, impaired work performance, mood swings and misconduct. All of these can impact on our ability to provide and maintain a safe and productive workplace.

When an employee acknowledges that they have a problem, ABEC will enable them to seek help and treatment. Whilst undergoing treatment, they will be on sick leave and entitled to sick pay benefits. On completion of the recovery programme, the employee can return to the same or equivalent work provided it is safe for them to do so and there is no risk to the business, the employee or anyone who may come into contact with ABEC business activities. Return to work will be monitored and managed as per other return to work process by the line manager.

If an employee is suspected to be intoxicated by alcohol or drugs during working hours, arrangements will be made to escort the individual from the premises. Disciplinary action will take place when the employee has had time to become sober, before returning to work. An act of gross misconduct will result in being summarily dismissed.

Covering up for colleagues with a drink or drug problem represents a false sense of loyalty and will result in longer-term damage to the individual. Any employee who suspects a co-worker has challenges with drink or drugs should either raise their concerns with the individual and ask them to be honest with their line manager in requesting support OR should speak to their line manager in confidence.

ABEC will provide confidential and impartial information and advice, to assist individuals to make informed, constructive choices and support the individual in seeking appropriate assistance, including from their doctor.

### 8.1.6.2 *Smoking*

Our workplaces are smoke-free, and all employees have a right to work in a smoke-free environment. ABEC has a policy of not allowing smoking in their premises or vehicles at any time. All staff are obliged to adhere to and support the implementation of this policy. Appropriate 'No Smoking' signs will be displayed at the entrances to and within premises and in all smoke-free vehicles. This policy applies to 'vapes' as well as traditional tobacco-based products.

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Information on giving up smoking can be obtained from the NHS Smoking Helpline on 0800 169 0169.

## 8.1.7 Welfare Arrangements

We will ensure the provision of suitable welfare facilities, at the Company's office and at all project locations, to ensure compliance with applicable regulations.

These facilities may include:

- Sufficient washbasins (with hot, cold or warm running water) and toilets for the numbers expected to use them, or, integrated wash stations that include soap, barrier cream, hand towels/driers. Separate facilities will be provided for males and females, where possible. Shared facilities will have lockable doors.



- Rest areas with tables and chairs (with backs), a microwave and kettle to prepare, eat and drink during break times.
- Changing facilities, including drying rooms, will include an area for the storage of PPE and personal clothing.

As the company generally operates as a contractor on projects, welfare provision is the responsibility of the Principal Contractor/Client. On all projects, we will ensure that this duty has been fulfilled adequately and liaise with the Principal Contractor to ensure that a suitable standard is maintained. If for any reason, the Principal Contractor fails to provide adequate welfare arrangements, we will make arrangements before beginning work. If there is not adequate welfare at your workplace do not start work, raise the issue with your line manager.

## 8.1.8 Stress

The HSE define work-related stress as “the adverse reaction people have to excessive pressures or other types of demand placed on them”. A degree of pressure and challenge may well be beneficial and aid people in their work, but ABEC will identify by risk assessment, areas that are likely to have a high degree of stress associated with them and work to reduce potential triggers. We use the principles of the HSE Stress Management Standards and the Talking Toolkit to structure this.

If work-related stress is identified then a process of support will enable employees to deal with it or provide, where practicable, a process for a job change. Return to work interviews is a primary part of helping the above process work. We also have a 24/7 employee assistance programme that can support employees while they address life changes and stressors that may or may not be associated with their work activities.

## 8.1.9 Managing Risk of Fatigue

The ABEC approach is to focus more on the system for controlling excessive or fatiguing working hours, rather than individual, one-off instances. Sites should be reminded that the legal duty is on employers to manage risks from fatigue, irrespective of any individual’s willingness to work the extra hours. Sites will be aware of the topic but are unlikely to have in-house competence and, in many cases, management control of overtime is delegated inappropriately to work teams.

ABEC review and circulate limits for working hours and shift patterns which are monitored and enforced. We will support and use the following general guidance on managing the risk of fatigue:

### 8.1.9.1 *Night shifts*

- Restrict the number of night shifts (to 4 maximum if possible).
- Allow at least 2 days off following the night shift.
- Avoid keeping workers on permanent night shifts.

### 8.1.9.2 *Early starts*

- Move early shift starts before 6 am forward (e.g., 7 am not 6 starts).
- Limit the number of successive early starts i.e., before 7 am (to 4 maximum if possible)
- Shifts involving an early start should be shorter in length to counter the impact of fatigue later in the shift.

### 8.1.9.3 *Shift length*

- If 12-hour shifts are worked, then no overtime is worked in addition.
- Avoid long working hours (more than 50 hours per week).
- If 8/10 hour shifts, then no more than 4/2 hours additional overtime to be worked.
- Restrict ‘back to backs’ with 8-hour shifts and avoid entirely with 12-hour shifts.

## 8.1.9.4 Rest periods

- Allow a minimum of 12 hours between shifts and avoid 'quick return' of 8 hours if possible. (Rest period between shifts should permit sufficient time for commuting, meals, and sleep.)
- Plan some weekends off, advisably at least every 3 weeks.

## 8.1.9.5 Rotation

- Rotate shifts quickly (e.g., every 2-3 days). Avoid rotating shifts every 1-2 weeks.
- Use forward rotation (morning/afternoon/night) for preference.

## 8.1.9.6 Social considerations

- Arrange start/finish times of the shift to be convenient for public transport, social and domestic activities.
- Consider travelling time of workforce.
- Allow some individual choice where possible to accommodate larks/owls and family commitments.
- Keep the timing of shifts regular and predictable but also allow employees to have some flexibility to choose their work schedule.

## 8.1.10 Health Surveillance

In simple terms health surveillance is about putting in place systematic, regular, and appropriate procedures to detect early signs of work-related ill health and acting upon the results, thereby preventing further harm. The result of the surveillance can also act as a management tool to assess the effectiveness of the control measures, provide feedback on the accuracy of risk assessments, and most importantly identify and protect individual employees at risk.

As a safeguard and to ensure that employees are not exposed to adverse occupational health conditions, the Company will assess each working activity and decide if specific workplace exposure limits or action values are exceeded. If they are this will be addressed, and the levels reduced to as low as reasonably practical. We will also provide access to an occupational physician or nurse before the commencement of work, to take a baseline reading and make an initial assessment of the employee's suitability to carry out the work. We will provide medical surveillance at regular intervals (annually) for each employee exposed to the hazard and advise them on their state of health. We will monitor the suitability of an employee to continue working in the environment or provide alternate work.

All employees complete a baseline questionnaire when they join the company and Occ. Health support is available for short term and chronic health changes via HR.

## 8.1.11 New and Expectant Mums

Line managers, in conjunction with the relevant staff members, are responsible for ensuring that risk assessments to ensure that risks to the employee and the baby are minimised. In most situations normal health and safety controls will be sufficient however there may be specific situations that require additional controls. There is no legal requirement to carry out a risk assessment for new fathers.

### 8.1.11.1 Sources of Information

<http://www.hse.gov.uk/mothers/index.htm> - The HSE website contains information and guidance in relation to new and expectant mums.

<https://www.uk-sands.org/sites/default/files/SANDS-INFO-EMPLOYERS.pdf> - line managers may find themselves in a situation where one of their employees is returning to work after having lost a baby (either during pregnancy or shortly after birth). In these situations, line managers are advised to seek specialist advice from the HR team, the HSEQ Manager or from the Employee Assistance support lines. This link to UK -Sands, a support service for bereaved parents may provide some insight.

## 8.1.11.2 Do I need to write a risk assessment?

A risk assessment must be completed by the line manager in conjunction with the employee. It is a legal requirement that every new and expectant mother has a specific risk assessment to ensure the safety of them and their child.

## 8.1.11.3 Pregnancy ailments

Pregnancy causes many changes to occur within the body. These changes can cause minimal discomfort or can, in some circumstances cause debilitating difficulties. It is important to remain aware of these changes. It may be necessary to revisit the risk assessment as the pregnancy progresses and ailments change. Common ailments include:

- Morning sickness. It is very common to feel nauseous throughout the first 3 months of pregnancy. Consider limiting meetings or adjusting start times to allow for travel outside the 'worst time' of day (Note: this is not always the morning!)
- Varicose veins and other circulatory issues. As the pregnancy progresses this can be a problem. Ensure there is plenty of opportunity to move around and not remain in the same position for extended periods of time.
- Dizziness. The amount of blood (& other fluids) in the body changes during pregnancy and this can cause dizzy spells. If dizziness is an issue then ensure that situations where this could be dangerous are limited e.g. no lone working or working at height.
- Fatigue. The effects of pregnancy can be very tiring and sudden debilitating fatigue is not uncommon. Ensure there is somewhere that can be used to rest if required and allow some accommodation with deadlines etc. Ensure that working hours are not excessive to minimise excess fatigue.
- Balance. As the pregnancy progresses the changes to body shape, coupled with relaxation of muscles in preparation for birth can cause balance to become an issue. As for dizziness, if this is a concern then limit exposure to situations where this could be an issue.

## 8.1.11.4 DSE for new mums

The individual will need to regularly review their set up to ensure that they remain safe and comfortable. They should ask for support with this if needed. Specialist equipment can be provided to support any issues arising.

## 8.1.11.5 Chemicals & other substances when pregnant

There are some chemicals and substances that can be harmful to unborn babies, or which can be transferred from a mother to her child in breastmilk. If the employee uses chemicals or substances as a part of their normal work activities, then the COSHH assessments must be consulted to ensure any risks are identified and managed. The maximum exposure levels for pregnant or breastfeeding women are often lower than for other employees.

## 8.1.11.6 Manual Handling when pregnant

Pregnancy causes muscles and ligaments to relax and of course places additional stresses on the body as the baby grows in size and weight. This needs to be considered when considering any manual handling activities. Wherever possible manual handling should be avoided during pregnancy and should be limited until the employee feels totally recovered from the birth.

## 8.1.11.7 PPE when pregnant

If the employee needs to wear PPE due to the activities, they undertake then consideration must be given to if this PPE will continue to work effectively as the pregnancy progresses. Safety footwear can be particularly uncomfortable during the later stages of pregnancy, and it may be difficult to find HI-vis

clothing which fits correctly. It may be necessary for workloads to be adjusted to avoid areas where PPE is necessary.

#### ***8.1.11.8 Rest facilities***

Facilities must be available to allow for rest and space should be made available for expressing milk once a mother has returned to work. This does not need to be a dedicated area; a meeting room or other quiet area can be allocated for this purpose.

#### ***8.1.11.9 Business Travel when pregnant***

There is no requirement to stop, or even limit, travel for business purposes during pregnancy unless the mother's health necessitates it however the risks of travel, particularly in the later stages of pregnancy should be considered. If the mother is planning to travel long haul in the third trimester (for business purposes) then a doctor's approval may be required by an airline, and it may also be necessary to inform ABEC's insurers.

#### ***8.1.11.10 Home working when pregnant***

There are no specific requirements in relation to homeworking however the risks associated with the work and the working environment should be assessed in the same way as for any other employee.

#### ***8.1.11.11 Suspension on maternity grounds***

Wherever possible all practical adjustments should be made to ensure the employee can continue working safely however there may unfortunately be circumstances where it is simply not possible to ensure the safety of the employee or the baby. In this case advice should be sought from HR with regards temporary suspension on maternity grounds.

## 8.2 Safety

### 8.2.1 Electrical hazards

What is the hazard?	What is the risk?	What controls could be considered?	Comments
<p>The strength and capability of electrical equipment is not suitable for the task</p>	<p>If the equipment is not suitable it could be overstretched and malfunction The circuit could overload or fail. Extension leads are particularly liable to damage – to their plugs, sockets, connections and the cable itself. Other flexible leads, particularly those connected to equipment which is often moved, can suffer from similar problems</p>	<p>Choose equipment that is suitable for its working environment.                      Electrical risks can sometimes be eliminated by using air, hydraulic or hand- powered tools which are especially useful in harsh conditions.                      Make sure that equipment is safe when supplied and that it is then maintained in a safe condition.                      Provide an accessible and clearly identified switch near each fixed machine to cut off power in an emergency.                      For portable equipment, use socket outlets which are close by so that equipment can be easily disconnected in an emergency.                      The ends of flexible cables should always have the outer sheath of the cable firmly clamped to stop the wires (particularly the earth) pulling out of the terminals.                      Replace damaged sections of cable completely.                      Use proper connectors or cable couplers to join lengths of cable. Do not use strip connector blocks covered in insulating tape.                      Some types of equipment are double insulated. These are often marked with a 'double-square' symbol .The supply leads have only two wires [usually but not always live (brown) and neutral (blue)].                      Protect light bulbs and other equipment which could easily be damaged in use.                      In potentially flammable or explosive atmospheres, only</p>	<p>Consideration should be given to a full PUWER assessment if the equipment installation is significant e.g. a new piece of machinery in a facility.</p>

What is the hazard?	What is the risk?	What controls could be considered?	Comments
		special electrical equipment designed for these areas should be used. You may need specialist advice	
The strength and capability of electrical infrastructure is not suitable for the task	If the equipment is not suitable it could be overstretched and malfunction. If the load the extra equipment will place onto the circuit is not assessed then the circuit could overload or fail.	<p>Ensure new electrical systems are installed to a suitable standard, eg BS 7671 and then maintain them in a safe condition;</p> <p>Existing installations are maintained in a safe condition; and regularly (every 4 years) inspected</p> <p>Provide enough socket outlets because overloading socket outlets by using adaptors can cause fire.</p> <p>Consideration should be given to unusual conditions which may adversely affect the equipment, e.g. power fluctuations, surges, faults, heating and electromagnetic effects, etc. and ensure that protective measures are put in place to protect from these where possible.</p> <p>Use the lowest power of equipment practical.</p> <p>Choose battery powered over electric hand tools or use 110volt centre-tapped-to-earth supply.</p> <p>Use an RDC if equipment is operating at 230 volts or higher, ensure RCD's are checked regularly</p>	If the infrastructure is maintained by someone else e.g. landlord we still need to be aware of and satisfy ourselves of the suitability of the system
The activity is being carried out in adverse or hazardous environments	Electricity in an environment where there is flammable liquid or gas could provide the ignition point for fire. In wet surroundings – unsuitable equipment can easily become live and can make its surroundings live; outdoors – equipment may not only become	<p>Flammable gases and liquids must be stored and used in accordance with their COSHH assessments.</p> <p>Testing requirements shall be increased for equipment which is used in wet, dirty or dusty areas.</p> <p>Equipment shall be protected from weather/ water ingress, excess heat/ cooling as far as possible.</p>	Eliminate the risk by avoiding use of electricity in hazardous environments as the first consideration

What is the hazard?	What is the risk?	What controls could be considered?	Comments
	<p>wet but may be at greater risk of damage; and in cramped spaces with a lot of earthed metalwork such as inside a tank – if an electrical fault developed it could be very difficult to avoid a shock.</p>	<p>Where it is possible that mechanical damage could occur (e.g. cables being damaged by equipment being moved, or equipment being hit by moving vehicles) then consideration must be given to resiting the equipment or providing appropriate protection.)</p>	
<p>Working space, access, ventilation or lighting is not adequate</p>	<p>If the working space is not adequate then the risk of electrocution could be increased. It also introduces other hazards in terms of trips, breathing concerns, cuts, traps etc.</p>	<p>Adequate working space, means of access and lighting must be provided. If general ventilation is not adequate then LEV should be considered. Work involving live conductors should provide adequate working space to allow the worker to stand back from the conductor without hazard, and where necessary allow persons to pass each other without risk. Natural light is preferable to artificial light but must in all cases be adequate to prevent injury.</p>	
<p>The equipment is not safe and/or regularly maintained</p>	<p>Faults in electrical equipment could cause electrocution or fire</p>	<p>Equipment shall be regularly maintained. All equipment shall be checked by the user prior to use. Equipment used 'on site' shall be PAT tested every 3 months. Equipment in the laboratories shall be tested every 12 months Equipment in the offices shall be tested: A - Office Equipment such as desk top computers, computer monitors, photocopiers, fax machines, shredders etc – every 5 years B - Microwaves, water coolers, fridges etc –every 2 years C - Cables, leads and battery charging equipment – every 2</p>	<p>The appropriate use of PAT testing and quarantining of equipment should be checked via periodic inspection by the facility manager.</p>



What is the hazard?	What is the risk?	What controls could be considered?	Comments
		<p>years <u>except</u> the cables which are connected to equipment in cat A which should be tested at the same period as the equipment/with the equipment</p> <p>Items such as mobile phones, desk phones and laptops <u>do not</u> need to be PAT tested however their charging cables do and they shall be tested every 2 years as per Cat C above</p> <p>Damaged equipment, or equipment which has not been tested shall be removed from service and marked do not use.</p>	
Earthing or other suitable precautions are not in place	Electrocution could cause serious injury or even fatality. It may also cause fire or explosion.	Any charged conductors, or conductors which may foreseeably become charged must either be earthed in such a way as to discharge the electrical energy to earth or other suitable precautions taken to prevent danger arising by virtue of the conductors being charged. In this requirement, conductor is used in its broader sense and may include metal casings, etc and may also apply to conductors not actually part of the system but which are within the electrostatic or electromagnetic fields created by the system.	
There is no means for protecting against excess current? There is no means for cutting the supply or for isolation?	Electrocution could cause serious injury or even fatality. It may also cause fire or explosion.	Suitably located and efficient means for protecting all parts of a system against foreseeable excess currents, i.e. faults, overloads, short circuiting, etc must be provided. The most common forms of protection are fuses or circuit breakers, although the manufacturers instructions should be consulted for safe working	For clarity "cutting off" the electrical energy supply is taken to mean "switching off", while "isolation" means switching off the equipment



What is the hazard?	What is the risk?	What controls could be considered?	Comments
		limits and suitable precautions. Suitable means for cutting off the electrical energy supply to equipment and for the isolation of any electrical equipment, must be available. In situations where equipment cannot be switched off or isolated all precautions must be taken, so far as is reasonably practicable, to prevent any danger.	and the prevention of inadvertent reconnection.
Work on equipment made dead	If someone is working on dead equipment and it is re-energised they could be seriously injured either by the electricity or by the equipment.	Adequate precautions must be taken to prevent "dead" equipment from becoming electrically charged, if this gives rise to danger. Isolation from the normal electrical energy source may not be sufficient in all cases to prevent charging or re-charging. All conductors shall be proved "dead" at the point of work before work commences. Any activity requiring isolation of circuits etc (e.g. more than simply unplugging the piece of equipment) shall be carried out under permit & appropriate lock out mechanisms shall be in place.	
Emergency plans are not in place or are not well known by staff	If an emergency occurs and staff do not know what to do then they may exacerbate a problem or may not be able to get themselves to safety	Emergency procedures shall be established and the appropriate persons given clear and concise training and instructions on how to implement/use them. Consider signs or posters containing emergency procedures especially where stop buttons/ supply cut outs or other controls are in place.	
The location of electrical cabling is not known	Cables could be drilled though. If they are live this could result in electrocution or fire.	Cables shall always be assumed to be live. No 'breaking ground' without appropriate confirmation that	

What is the hazard?	What is the risk?	What controls could be considered?	Comments
		services have been identified and protected (permit to dig). Drilling holes into walls or similar shall only be undertaken after identifying cable locations.	

## 8.2.2 Batteries

When working with, or near batteries, or when moving, *handling them*

Do...

- Wear gloves and suitable eye protection, [refer to manufacturer's instructions].
- Empty your pockets of any metal objects that could fall onto the battery or bridge across its terminals and keep any tools secure.
- Keep sources of ignition -- such as flames, sparks, electrical equipment, hot objects and mobile phones -- well away from batteries that are being charged, have recently been charged, or are being moved.
- Use suitable single-ended tools with insulated handles.
- Fit temporary plastic covers over battery terminals.
- Charge batteries in a dedicated, well-ventilated area.
- Wash your hands thoroughly after working with batteries, especially before eating, smoking or going to the toilet.

And don't...

- Work with batteries unless you have been properly trained.
- Smoke.
- Wear a watch, ring, chain, bracelet, or any other metal item.
- Overcharge the battery -- stop charging as soon as it is fully charged.

### 8.2.2.1 Charging batteries

Explosive gases are given off when batteries are charged. The risk of an explosion is great if the gases are allowed to collect. When charging batteries:

#### 8.2.2.1.1 Getting ready

- Make sure you understand the battery manufacturer's instructions on charging.
- Always use a dedicated, well-ventilated charging area.
- Do not smoke, carry out hot work (e.g. welding, brazing, grinding), or use a mobile phone in the charging area.
- Do not charge batteries below electric lights or other equipment that could be an ignition source.
- Check that the charging equipment is suitable for the battery, e.g. correct voltage and charging rate.

## 8.2.2.1.2 Charging

- Raise the lid or open the doors of the battery compartment BEFORE starting to charge the battery. This will help to prevent an explosive mixture of gases building up.
- If charging a battery that is situated inside the vehicle (e.g. under the driver's seat or system batteries) then leave the vehicle windows open.
- Do not leave the battery charging for long periods of time like weekends or holiday breaks and if possible, not overnight especially if the battery temperature is not monitored.
- Before starting to charge a vented battery, check that the electrolyte level is just above the tops of the plates in all the cells. Top up the cells with distilled or deionised water if the level is too low.
- Make sure the charger is switched off before connecting the charging leads to the battery (unless the charger manufacturer specifies a different procedure). Connect the charger's positive + lead to the battery's positive terminal and the negative – lead to the negative terminal.
- Check that the charging leads are securely clamped in position before switching on the charger.
- If charging batteries in series periodically check the voltage is split equally between the batteries.
- Never charge the battery faster than the battery manufacturer's specified maximum charging rate.
- Do not remove or adjust the charging leads while the charger is switched on. Always switch it off first.
- Switch off the charger before disconnecting the charging leads from the battery (unless the manufacturer's instructions specify otherwise).
- Allow a vented battery to stand for at least 20 minutes after disconnecting it from the charger. Carefully top up the electrolyte with distilled or deionised water to the manufacturer's recommended level.
- Store the charging leads so that the uninsulated parts do not rest against each other or any earthed metalwork. This will prevent short circuiting if the charger is accidentally switched on.
- Details of the working life of each battery must be recorded: eg installation date, charging performance, volume of water added to which cell.
- Some equipment can carry out 'fully controlled charging'. Here, the charging current is automatically reduced as the battery gets near to being fully charged. This type of equipment greatly reduces the risk of overcharging and so makes charging much safer.

## 8.2.3 Working at Height

Working at height is a hazardous activity, which accounts for many deaths and injuries each year by falls and by falling objects striking people below.

Where a fall from height is possible, a risk assessment shall be carried out and, if possible, an alternative method for carrying out the work will be sought.

The Company will ensure:

- All working at height activities are assessed, planned and organised.
- Only competent persons shall be allowed to work at height.
- Suitable work and access equipment shall be provided and used to prevent falls from height.
- All equipment that is provided is used correctly, inspected and maintained.
- The risk of falling through fragile surfaces will be controlled.

- The risk of falling objects will be controlled.
- The hierarchy for the management of work at height is:
- Avoiding work at height, where possible.
- The use of work equipment or other means to prevent falls where working at height cannot be avoided.

Where the risk of a fall cannot be eliminated the Company will employ work equipment or other measures to minimise the distance and the consequence of a fall should one occur.

Collective means of protection shall be used where possible and with individual measures used as a last resort.

### 8.2.3.1 *Harness Work*

Some work at height may require the use of harnesses. Harness selection, wearing and care is a specialist activity and if you are required to wear a harness you should approach the HSEQ Manager to ensure you have appropriate training and a specific risk assessment in place.

### 8.2.3.2 *Ladders*

Stepladders/ladders may only be used where it is not possible to utilise equipment with guardrails e.g. MEWPs, podiums. This may be the case in areas where there is limited space available. In these circumstances, stepladders/ladders may be used provided a suitable risk assessment has been carried out. Stepladders/ladders must be regularly inspected. In general, only fibreglass ladders will be used. ABEC do not own ladders so they will need to be hired or provided by the client. They must be tagged with a unique identifier, have an inspection record showing they have been examined by a competent person and the user should visually examine the ladder before use. We need to have a quick look at equipment before we use it to make sure it isn't damaged or faulty. If it is damaged don't use it. If a ladder has been painted, or if the rungs have been covered with tape and you can't see if they're splintered or bent then don't use that ladder because you can't be sure that it hasn't been damaged.

### 8.2.3.3 *Scaffolds*

Where scaffolding is required to allow access, this will be designed and erected by a competent scaffolding contractor. ABEC will ensure that details of the use and loadings required for the scaffold are provided to the scaffolding contractor.

Before accepting a scaffold for use, the Site or Project Manager will obtain a handing over certificate from the Scaffolding Contractor. ABEC will also require that the scaffold is regularly inspected. No person, other than a competent Scaffolder will be permitted to alter, erect, dismantle or otherwise work on any scaffold. All scaffolds will be checked at the end of each working day to ensure that access to the scaffold cannot be easily made by children and other unauthorised persons.

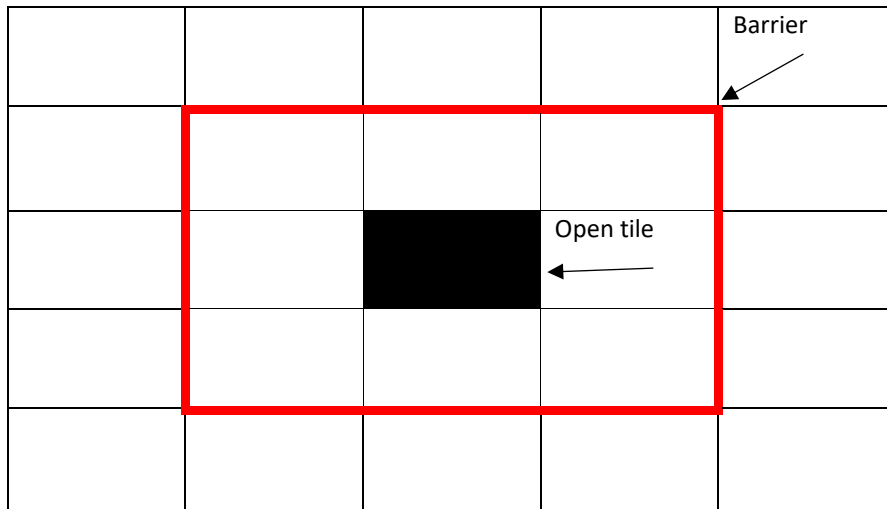
Materials must not be dropped or thrown down from scaffolds, other than using a chute, or another suitable safe method. To prevent debris chutes from being used as slides when unattended, access to the upper ends of the chutes should be prevented, e.g. by providing a lockable cover or an effective barrier.

### 8.2.3.4 *MEWPS*

Portable access equipment such as MEWPs, mobile towers, podiums, stepladders etc. will only be erected/used by competent operatives. Control measures to minimise the risks associated with this type of equipment must be detailed in task-specific risk assessments. MEWPS can only be operated by competent persons

## 8.2.4 Working under raised floors

Where we are working below raised floors, we must always lift the correct number of tiles required to access. Never work under a floor tile. Barriers must be placed, and secured, around floor openings. Barriers should be placed at least one floor tile back from the open edge of any tile to allow access in and out of the open floor area. If you see any unguarded floor openings report them and if possible, protect them immediately.



## 8.2.5 PPE

Many of our customers have rules on what PPE must be worn on their sites and you must ensure that you wear the PPE they ask you to unless it will compromise your safety by conflicting with equipment that your risk assessment has asked you to wear. In this circumstance you should stop work and seek advice from your line manager or the HSEQ Manager.

ABEC provides you with workwear and PPE. If you need new PPE and you don't know how to obtain it please speak to your line manager. Do not use PPE, which is damaged, dirty or does not fit correctly.

## 8.2.6 Slips and Trips

Slips and trips are probably the most common type of accident at work. A lot of slips and trips are caused by people tripping over things that have been left where they shouldn't be. Which means a lot of them are easy to prevent by making sure that our work areas are planned, there is space for us and others to work, and that we have space to store things. We also need to make sure we keep things neat and tidy, wipe up spills and tell people if flooring or slabs are uneven/ damaged.

It's very easy to trip when we are distracted/ not looking where we are going so try to avoid using your phone on stairs.

Having the right footwear can make a huge difference to your chance of slipping and falling. If your feet are uncomfortable, or your footwear is old and worn then think about replacing it. Make sure you're wearing the right footwear for the environment.

Stop floors from becoming slippery by wiping up spills. In bad weather try to stop mud/rain being tracked into cabins or corridors by keeping your boots clean and wiping your feet. If you can't clear it, report it.

Keeps floors tidy, think about the position of cables, tools and equipment and keep walkways clear.

High footfall areas should be kept in good repair and well lit. If you see a problem that you can't sort, then report.

## 8.2.7 Overhead obstructions

A lot of our workspaces contain overhead obstructions such as trays, racks or pipes. Either wear a hard hat, or a bump cap and make sure you remain aware of your workspace. If you can move yourself, or the obstruction to minimise the risk then do.

## 8.2.8 Confined Spaces

Working in confined spaces requires specific training, a written rescue plan and a specific risk assessment. ABEC do not carry out confined space working.

## 8.2.9 Driving and vehicles

### 8.2.9.1 *Vehicle Safety and Maintenance.*

All road vehicles supplied will be maintained as 'road legal' by the lease company but each driver is responsible for that vehicle at the time of use. Each vehicle will carry the required insurance for work purposes, road tax and, where necessary a current MOT. Company vehicles older than three years shall be subject to an annual test for roadworthiness and safety (an 'MOT') unless other periods are required by law. Company vehicles will be serviced every 10,000 miles or as recommended by the manufacturer whichever is the more frequent.

You must be an authorised licensed driver to operate a company vehicle. Persons not authorised or employed by the company are not to operate a company vehicle.

Before the operation of a company vehicle instruction on the appropriate steps to take if you were involved in a road traffic accident i.e. how to fill out the accident report form and take names of witnesses will be provided.

### 8.2.9.2 *Driver responsibilities*

Vehicle checks should be carried out by drivers before using the vehicle – check to include lights, mirrors, tyres and any damage to the vehicle (see vehicle check sheet). The Director or Line Manager should be informed immediately if there are any concerns over the safety or roadworthiness of the vehicle.

Drivers will be expected to operate the vehicle following all the necessary regulations and as a minimum per the Highway Code (or the local equivalent). They should never put themselves or others at risk. ABEC does not expect drivers to exceed prescribed speed limits at any time and any offences committed by drivers whilst on company business will be treated seriously and could result in disciplinary action and possible dismissal. The driver will be responsible for the payment of any fines for traffic violations, parking etc.

### **Drivers must ensure:-**

- They hold a suitable and current licence for the vehicle in use. Copies of the licence taken by ABEC for the file will be from original documents only.
- The Directors should be informed of any changes to their driving licence within 24 hours.
- They report all vehicular accidents to the Director for Health and Safety as soon as possible but always within 24 hours, and they should also ensure the insurance company is informed per company policy and the insurer's terms and conditions.
- Always ensure the vehicle is used for its intended purpose and no other.
- Drivers MUST NOT drive under the influence of drugs or alcohol, where prescription drugs are used, check with the label or your GP before driving.
- Medical conditions that affect driving MUST be brought to the company's attention as soon as known.
- Smoking in company vehicles is not permitted

### 8.2.9.3 Drivers using their vehicle for ABEC business

Drivers using their cars on ABEC business must ensure that their car is fit for purpose and complies with the Road Traffic Act. They must ensure they provide ABEC with a copy of their insurance documents (which should ensure the car is covered for work purposes), and a current MOT certificate if needed. Drivers will be expected to maintain their cars following the manufacturer's recommendations.

### 8.2.9.4 Mobile Phone in vehicles

It is an offence to use a handheld mobile phone or similar device whilst driving or in certain other circumstances. ABEC does not require staff to make or receive calls whilst driving on business. We do not prohibit the use of mobile phones while driving provided they are appropriately cradled and used in line with the current legislation where you are driving. It is the driver's responsibility to make themselves aware of any local laws regarding the use of mobile phones whilst driving.

It is an offence in the UK to use a handheld mobile device interactively to access any sort of data including internet, text, or other images. Drivers who use a cradle hands-free phone could also face prosecution for failing to have proper control of their vehicle if their driving is dangerous or reckless because of the distraction. The use of a handheld phone, even when stationary i.e., in a traffic jam at the traffic lights, is also an offence.

When driving on ABEC business

- All mobile phones other than those in a fixed hands-free cradle **must** be turned off.
- Any calls made or received while driving should be kept to the shortest duration practical. If necessary, stop the vehicle and return the call if a long or complex discussion is required.
- You can make a 999 call on a handheld phone if it would be unsafe for you to stop.
- Set up and activate data services such as podcasts/ music streaming and satnav facilities before you start your journey and only adjust them while the vehicle is stationary.

## 8.2.10 Lone Working

### 8.2.10.1 What is lone working?

Lone working is when you are working without anyone else close by. We all work alone sometimes. We could be working on a panel, working in a plantroom, staying late in the office, working from home when everyone else is out, travelling to a clients for a meeting or staying away in a hotel.

### 8.2.10.2 Why is lone working a problem?

- If you are working on your own and something goes wrong, there is no-one to help you.
- If you are working on your own for long periods it can be lonely.
- Working on your own might make you more at risk of violence or abuse (you could be seen as an easy target if you're on your own).
- You could be more at risk because the job you're doing really needs 2 people, like moving something heavy.
- You could be at risk if you're not experienced with what you're doing, and you make a mistake.

In most cases the chance that something will go wrong, and the chance that no-one will notice, are very small. In some situations, there is more chance that you could hurt yourself and more chance no-one would know.

ABEC has a responsibility to make sure your workplace is safe, and this includes making sure that there is someone to help you if you need it.



### 8.2.10.3 WHAT IS ABEC DOING TO HELP ME STAY SAFE?

Our Policy is that we will manage the risks associated with lone working to ensure that you are able to complete your work activities safely, without fear or threat.

### 8.2.10.4 WHAT DOES THAT MEAN?

All the things that you do at work must have a risk assessment. Some places we work have been assessed by others (e.g., the offices), some of you assess your workplaces before you start work (e.g., service engineers) because your workplaces change so frequently.

We have identified some work that you are not allowed to do on your own.

We have identified some environments where there are things that increase your risk and you must make sure you have reviewed the risk before you start this work.

Your personal circumstances (e.g., a health condition) might mean we need to discuss if you should be working on your own because of the increased risk caused by your health.

If we have ever asked you to do work, or to work in a place which doesn't feel safe you should stop, get yourself to somewhere that is safe and then ask someone for support (e.g., your line manager, the HSEQ Manager or a Director)

### 8.2.10.5 WHAT DO I NEED TO DO TO STAY SAFE?

- Understand what activities you are not allowed to do on your own.
- Minimise the amount of lone working you do by co-ordinating work with other people if you can.
- Think about the activities in advance and if there is anything that needs more than one person then make sure there is someone to help you.
- If you're quoting work, then make sure you include extra people where the work requires it.
- Raise any concerns with your line manager and/or the HSEQ Manager.

### 8.2.10.6 When is it OK to work on my own?

Most of the time when you are working on your own, you're going to be safe and there are unlikely to be any problems. Working on your own is usually ok if the work has been properly planned and you know how to keep yourself safe.

Activity/ hazard	Risk level	Can I work on my own?	Other controls
Working in a plant room or other area alone	Med	YES	Pre-work checks to identify any specific risks. STOP if you're unsure or you need 2 people. Make sure you have recorded the emergency contact details for the site you are at.
Travelling for work on your own	Low	YES	Make sure someone knows where you are going/ keep your diary up to date.
Working in a client/site office on your own	Low	YES	Make sure someone knows where you are. Sign in and out.
Working in the office alone	Low	YES	Make sure someone knows where you are.
Working in a plant room/ on site near but not with others	Low	YES	Pre-work checks to identify any specific risks. STOP if you're unsure or you need 2 people. Make sure you have recorded the emergency contact details for the site you are at.

- Table 1: Examples of lone working activities



## 8.2.10.7 WHEN IS IT NOT OK TO WORK ON MY OWN?

There are some activities that you shouldn't do on your own. It's very unlikely that you can keep yourself safe on your own in these situations.

Activity/ hazard	Risk level	Can I work on my own?	Other controls
Working anywhere you need to wear a harness	High	No	Specific risk assessment and rescue plan required. 2 people or more.
Working with access to live uninsulated conductors at 230V or above (or if you are working in a place where you need help to keep others away from live conductors.)	High	No	Specific risk assessment required. 2 people or more.
Working from an unsecured / unfooted ladder (not step ladder)	High	No	Specific risk assessment and someone to foot ladder.
Working in a designated confined space	High	No	Specific risk assessment and rescue plan required. 2 people or more.

## 8.2.11 Violence and Aggression

ABEC will assess the risks to all our staff and introduce all reasonable steps to minimise and control the risk of violence, verbal abuse or intimidating behaviour. Facing aggressive behaviour is not part of any employee's job, and the reporting of such incidents will not reflect badly on employees.

To assess the risk to personnel, employees should report if they experience any incident that subjects them to:

- Physical assault, whether or not injury results.
- Verbal abuse, shouting or swearing.
- Threatening behaviour, with or without any form of weapon.
- Anything that they feel might damage their health through anxiety or stress.

For those jobs that are identified to have increased risks, ABEC will introduce physical controls where reasonably practicable, together with sufficient information, instruction and training to enable the employee to minimise the risk.

## 8.2.12 Equipment

All equipment used, hired or purchased must be 'fit for purpose' and comply with all relevant regulations. ABEC is committed to the selection, use and maintenance of Plant and Equipment, to ensure that the health and safety of users are protected.

### 8.2.12.1 Use and maintenance of tools

The **Project Managers/ Engineers** are responsible for ensuring effective maintenance is implemented on-site. Office Managers, Contracts Managers/ Service Managers are responsible for identifying other equipment which requires maintenance and ensuring processes are in place to facilitate that.

Risk assessments will consider the tools and equipment for the activity.

### 8.2.12.2 Purchasing of equipment

ABEC's purchasing processes must be followed. All equipment purchased must conform to the relevant standards. The purchase requestor is responsible for ensuring that the equipment requested meets any standards needed. This includes equipment which is being hired for use on site. Hired equipment must be checked before use to ensure it is fit for purpose and checked periodically thereafter.

### 8.2.12.3 Existing

All existing equipment must comply with regulations and any guards must be fitted before use. All employees must ensure that the equipment in use is safe and report back all defects or failures to their line managers.

### 8.2.12.4 Testing & Calibration

#### 8.2.12.4.1 Electrical

Mains testing will be done on a five-yearly basis. The frequency for testing portable and transportable equipment shall be as per the table below

Equipment / environment	User checks	Formal Inspection	Visual	Combined inspection and testing
Battery operated (less than 20 volts)	No	No		No
Extra-low voltage (less than 50 volts AC) e.g. Telephone equipment, low voltage desk lights	No	No		No
IT e.g., Desktop computers, VDU screens	No	Yes 4 years		No, if double insulated, otherwise every 4 years
Photocopiers, fax machines NOT handheld, rarely moved	No	Yes 4 years		No, if double insulated, otherwise every 4 years
Double insulated equipment NOT hand-held, moved occasionally e.g., Fans, table lamps, slide projectors	No	Yes 4 years		No
Double insulated equipment HAND-HELD e.g. Some floor cleaners	Yes	Yes 12 months		No
Earthed equipment (Class 1) e.g., electric kettles, some floor cleaners, cables (leads) and plugs connected to the above, extension leads (mains voltage)	Yes	Yes 6 months – 4 years depending on the type of equipment it is connected to		Yes 1-4 years depending on the type of equipment it is connected to
Any non-battery-operated electric equipment taken to service sites by engineers	Yes	Yes annually		Yes annually
Any non-battery-operated electric equipment taken to major projects sites by engineers	Yes	Yes, every 3 months		Yes, every 3 months (110V) or every month (230v)

## 8.2.13 Working away from the office

What is the hazard?	What is the risk?	Who might be affected?	What controls could be considered?	Comments
Electrical equipment is damaged	Electrical damage could result in shock to the user, burns, or fire.	Remote Worker, other occupants.	<p>Ensure equipment is visually checked and that wires and plugs are safe.</p> <p>Ensure equipment is secure and that cables/ plugs are not going to be damaged by being pulled/ stepped on / tripped over/ chewed by pets.</p> <p>Use proper plug points for the items. (Multi-way plug points should not be plugged into other multi-way plug points to provide enough sockets). Identify what items could be temporarily unplugged to provide enough power sources.</p> <p>Turn equipment off when not in use to minimise energy usage.</p>	
Sitting in chairs/ at tables not designed for computer work	Musculoskeletal damage (aches, pains, repetitive strains)	Remote Worker	<p>Adjust your working environment to ensure you can sit comfortably.</p> <p>Ensure you get plenty of breaks by getting up and moving around at least once an hour. Adjust lighting to make sure you are not hunching toward the screen or squinting.</p>	
Being on your own	Mental health and wellbeing.	Remote Worker	<p>Some people find working remotely very isolating. Ensure you check in with colleagues regularly via phone, email, teams chat or messenger. Collaborative working tools mean working remotely does not have to mean working on your own. Many people find it important to maintain routine so get up and get 'dressed' to go to work even if you are working from your home.</p> <p>Equally some people find it is easy to become immersed in work without the distractions of an open plan office. Ensure you take regular breaks away from work and that you maintain clear distinction between</p>	

What is the hazard?	What is the risk?	Who might be affected?	What controls could be considered?	Comments
			work time and not work time to maintain your work life balance.	
No 'clear' workspace	Slips trips and falls	Remote Worker, other occupants.	Is the area neat & tidy? Is your working area clear of clutter? Working remotely is often going to mean working in smaller spaces and potentially carrying your work equipment around in bags. Try to keep bags stored securely to minimise your risk of tripping over handles etc.	
Lone working	Working remotely could mean there is no-one to help if you become ill	Remote Worker	Ensure that people know where you are working and that you check in with colleagues regularly. Use tools such as teams to show when you are online or offline.	
Data security	Physical and electronic data will be outside of the office security	Remote Worker, other workers	Ensure that any sensitive data is held and transported securely, consider how you can best achieve this. Ensure your network connection is secured to prevent unauthorised access and make sure all documents are stored securely in your one drive/ SharePoint/ teams areas not on your hard drive to ensure they are backed up.	
Other occupants	What other people are doing in the space you are working in might impact on you	Remote Worker, other occupants.	Be aware of other occupants of your workspace, this is particularly relevant if you are working in a public space. Be aware of who can see your screen, what other people are doing and if necessary, move to a different space. If you are working from home be aware of pets/ children and any other occupants of the space.	
Emergencies	If an emergency occurs either at home, or in another location not knowing how to escape safely and raise the	Remote Worker, other occupants.	Ensure you are aware of where any emergency exits/ alarms / firefighting equipment are. Consider how you would raise the alarm/ leave in an emergency. Check that alarms are working if you are in your own house.	

What is the hazard?	What is the risk?	Who might be affected?	What controls could be considered?	Comments
	alarm could be fatal			

## 8.2.14 Accidents (including Reporting of Injuries, Disease and Dangerous Occurrences Regulations – RIDDOR)

All accidents and first aid treatments, no matter how minor, will be reported. The responsibility to inform the enforcing authority for reportable incidents will be undertaken by the HSEQ Manager. The responsibility for ensuring that accidents are reported, investigated and those countermeasures are taken to prevent a recurrence lies with the HSEQ Manager. All categories of accidents and incidents described in this document will be reported to the HSEQ Manager within a maximum time scale of twenty-four hours. The HSEQ Manager is responsible for notifying the Directors of any injury incidents or incidents of high potential.

### *8.2.14.1 Near Miss Incidents*

Should anything happen, which could have resulted in an incident occurring (near miss) or should a loss of any type (e.g., accident/ damage/ information security breach) occur then it should be reported to the HSEQ Manager as soon as possible. Incidents may relate to health, safety, environmental, information security, data protection, quality, confidentiality, fraud, bribery, corruption, complaint, anomaly, or any other management system related issue. Human resources concerns (e.g., bullying, harassment) or whistleblowing should be raised to the HR dept.

All reported incidents are recorded, reviewed, actions tracked to completion and where appropriate lessons learnt communicated to the business and to any interested parties.

Incidents, events, and weaknesses can be reported via telephone, e-mail, SharePoint or in person. Third parties can raise concerns via the enquiries email address as featured on the website.

### *8.2.14.2 Dangerous Occurrences*

Dangerous occurrences will be reported to the HSEQ Manager, as soon as practicable. Where the occurrence is reportable under RIDDOR, the HSEQ Manager will ensure that the Health and Safety Executive are informed.

### *8.2.14.3 First Aid Treatments*

Nominated ABEC staff will be trained in the use of First Aid. First aid equipment is located at all site premises and in all vehicles. Responsibility for replenishment of first aid kits will be that of the Appointed Person for that site or the driver of the vehicle.

All first aid treatments will be recorded. The HSEQ Manager, or a nominated competent person, will review such treatments to identify any trends for which countermeasures could be applied.

### *8.2.14.4 Potentially Disabling or Disabling Accidents*

Potentially disabling or disabling accidents will be reported to the HSEQ Manager as soon as is practicable and will be the subject of an immediate investigation. The HSEQ Manager will ensure that the Health and Safety Executive is informed as is deemed necessary.

### *8.2.14.5 Major (specified) Accidents.*

In the event of a major accident, all appropriate personnel will be informed as soon as is practicable. The HSEQ Manager will ensure that the Health and Safety Executive is promptly informed. Initial investigations at the site of the accident will be carried out ensuring not to disturb any evidence or items that could have contributed to the cause of the accident. This investigation would be, where practicable, carried out by the HSEQ Manager. The initial investigation would be followed up by a detailed investigation. On completion of this investigation, a report of findings, including details of

short and long term actions, together with time scales required to prevent a recurrence, will be drawn up.

#### 8.2.14.6 Fatal Accident

In the event of a fatal accident, the area of the accident will be isolated and nothing will be moved or interfered with, except by the emergency services or where the action is required to protect others who may be at imminent risk.

The HSEQ Manager will inform the Health & Safety authorities by telephone as soon as possible.

The HSEQ Manager, together with all personnel throughout all levels of the company, will provide full co-operation to the Health and Safety Executive representatives conducting any investigations.

***ALL ACCIDENTS MUST BE RECORDED IN THE ACCIDENT BOOK***

***NO MATTER HOW MINOR THEY SEEM AT THE TIME***

### 8.2.15 Emergency and Fire Evacuation Procedures

It is the responsibility of the HSEQ Manager to ensure that Fire Risk Assessments have been completed for all offices. It is the responsibility of the **Project Managers / Engineers** to understand the site procedures for emergency evacuation and to ensure that all ABEC persons on-site know how to leave the site safely in an emergency.

- Escape routes should be checked regularly.
- Fire extinguishers are serviced and maintained annually.

#### 8.2.15.1 Fire Alarm

- The alarm is to be raised immediately per local systems in operation.
- On hearing the fire alarm, proceed to the nearest exit and then to the fire assembly point. Do not endanger yourselves or others by stopping to gather personal possessions.
- Ensure everybody evacuates to the assembly point.
- Do not operate fire extinguishers unless trained to do so. Do not endanger yourself or others by attempting to fight the fire.
- The fire assembly point will be marked at all sites
- Staff must always make themselves aware of the emergency procedures for the other sites they are visiting.

***ENSURE you follow the procedure as it could save lives, including yours.***

#### 8.2.15.2 Fire procedure for – Vehicles

On the rare occasion that a fire may occur in a vehicle (or you suspect a problem with a vehicle that may result in a fire), you must put the safety of yourself and others first. Human life is more important than a vehicle. A vehicle along with anything in it can be replaced.

If a fire situation occurs whilst you are driving or the vehicle is stationary:

- Pull over immediately in a safe manner, turn the ignition off and get away from the vehicle to a safe distance. A safe distance is considered to be as far as reasonably practical where you can still see the vehicle.
- DO NOT collect personal belongings from the vehicle.

- Raise the alarm - Ensure any passengers or members of the public are made aware of the fire and are instructed to get away from the vehicle to a safe distance.
- Notify the emergency services immediately.
- Make sure the emergency services are made aware of any flammable substances, gas bottles or potentially dangerous products that you may be carrying in the vehicle.
- When it is safe to do so at the earliest possibility notify the Director of the situation that has occurred.

### 8.2.15.3 Fire Procedure for - Sites visited/ Hotels

When visiting sites it is important to do the following:

If the site has not made you aware of site fire safety procedures please make yourself aware of the basics (e.g. nearest fire exit, Fire alarm, muster point). Make sure you stay with the person that is supervising you and follow their clear instruction in the event of a fire. They have likely been trained in fire safety procedures for that site.

In a hotel make sure you are aware of the fire evacuation route from your room. Check that you know where fire escapes are and that they are not locked/blocked.

### 8.2.15.4 Emergency Arrangements

The **Project Manager(s)** is responsible for identifying arrangements for dealing with emergencies at the worksite and maintaining them. Before the commencement of any task, the requirements for each location will be assessed by the **Project Manager** and included in the Project Control Form.

Events that could involve falls from heights; accidents with portable appliances, electrical equipment etc., must be planned for, however unlikely they may be. It is the **Project Managers** responsibility to have available a functioning means of communication (mobile phone) to call the emergency services. The **Project Manager** should also be able to identify the precise location for the emergency services to respond.

The **Project Manager** is responsible for ensuring that employees and contractors are fully aware of the emergency arrangements in place, for each task and worksite undertaking.

## 8.2.16 The Construction (Design and Management) Regulations 2015

When the Company is engaged to undertake a project, we will comply with the applicable provisions of The Construction (Design and Management) Regulations 2015. We most frequently operate in the role of contractor as defined by the regulations.

We will, therefore;

- Check clients are aware of their duties;
- Plan, manage and monitor our work to make sure that workers under our control are safe from the start of their work on-site;
- Comply with the directions of the Principal Designer and Principal Contractor and the relevant requirements of the Construction Phase Plan;
- Take into account the general principles of prevention when planning the works;
- If we are the only contractor, draw up or arrange to have drawn up a suitable Construction Phase Plan
- Satisfy ourselves that they and anyone they employ or engage are competent and adequately resourced;



- Provide our workers (whether employed or self-employed) with any necessary information, including about relevant aspects of other contractors' work, and site induction (where not provided by a principal contractor) which they need to work safely, to report problems or to respond appropriately in an emergency;
- Comply with any requirements listed in Schedule 2 of these regulations that apply to their work;

### *8.2.16.1 Planning and managing construction work*

Contractors should always plan, manage, supervise and monitor their work and that of their workers to ensure that it is carried out safely and that health risks are also addressed. The effort invested in this should reflect the risk involved and the experience and track record of the workers involved. Where contractors identify unsafe practices, they must take appropriate action to ensure health and safety.

### *8.2.16.2 Site induction, information and training*

Contractors must not start work on a construction site until they have been provided with basic information. This should include information from the client about any risks associated with the project (including information about existing structures where these are to be demolished or structurally altered), and from designers about any significant risks associated with the design.

Contractors must ensure, so far as is reasonably practicable, that every worker has:

- A suitable induction; and
- Any further information and training needed for the work.

Inductions are a way of providing workers with specific information about the particular risks associated with the site and the arrangements which have been put in place for their control. On non-notifiable sites, induction will need to be provided by the contractor, or by arrangement with the main contractor on site.

Induction is not intended to provide general health and safety training, but it should include a site-specific explanation of the following:

- Senior management commitment to health and safety;
- The outline of the project;
- The individual's immediate line manager and any other key personnel;
- Any site-specific health and safety risks, for example, access, transport, site contamination, hazardous substances and manual handling;
- Control measures on the site, including:
  - Any site rules,
  - Any permit-to-work systems,
  - Traffic routes,
  - Security arrangements,
  - Hearing protection zones
- Arrangements for personal protective equipment, including what is needed, where to find it and how to use it,
- Arrangements for housekeeping and materials storage,
- Facilities available, including welfare facilities,

- Emergency procedures, including fire precautions, the action to take in the event of a fire, escape routes, assembly points, responsible people and the safe use of any fire-fighting equipment;
- Arrangements for first aid;
- Arrangements for reporting accidents and other incidents;
- Details of any planned training, such as ‘toolbox’ talks;
- Arrangements for consulting and involving workers in health and safety, including the identity and role of any:
  - Appointed trade union representatives,
  - Representatives of employee safety,
  - Safety committees;
- Information about the individual’s responsibilities for health and safety.

### 8.2.16.3 Working on sites – safety considerations

The nature of the sites we work on is extremely varied but each member of staff should ensure that basic Health and Safety rules are observed.

Hi-visibility (hi-viz) vests and steel toecap work boots should be worn on all sites and additional PPE as required by site rules. This is for your safety. Use gloves provided if required.

Your vehicle should be parked safely and legally and on large sites, the hazard warning lights should be on unless site rules direct otherwise.

On large sites, follow all site instructions as written or given verbally on entry and ensure you walk in any designated pedestrian areas wherever possible.

Report to the site contact on arrival, before commencing work. If no contact name has been given, ask for the person with the responsibility to authorise your entry to the site.

Ensure that when unloading you use good manual handling practice and if necessary use sack trucks, trolleys or other equipment provided to move loads, provided you are trained to do so. If your load requires a forklift or other lifting equipment, ensure that this is carried out by someone trained to do so.

The **Project Manager(s)** are responsible for carrying out regular monitoring and inspections of the worksites, to ensure that the potential for accidents, incidents and property damage, is minimised.

The **Project Manager(s)** are responsible for ensuring that all staff are aware of the local Health & Safety procedures. The **Project Manager(s)** are responsible for ensuring the Sub Contractors are compliant with Health and Safety rules The **Project Manager(s)** are responsible for checking sub-contractors method statements and risk assessments on site. In the event of any non-compliance, the Project Manager is to contact a sub-contract representative and if this is not resolved the **Director** is contacted for resolution.

The review of the working arrangements takes place every twelve months by the **Directors** and the HSEQ Manager. The **Project Manager(s)** along with the HSEQ Manager is responsible for the investigation of accidents, incidents, and any work-related cause of sickness absences.

### 8.2.16.4 Sub-Contractors Policy

ABEC will endeavour to employ only competent subcontractors, who will be selected according to the company’s specifications, including satisfactory replies on the Subcontractors’ Prequalification Questionnaire.

No work will be allowed to begin until the Subcontractors' Prequalification Questionnaire has been completed, copies of the required documentation have been provided, and a review and satisfactory acceptance of the sub-contractors H&S systems and suitability of qualifications is confirmed.

One of the main duties of ABEC is to ensure adequate co-operation between the company and the contractor. No contract will commence or continue unless a member of staff has been placed in charge of liaison with the contractor. All contractors will complete an agreement sheet, to 'on-board' to ABEC health and safety systems, and an online "working safe" system provides an interface for data gathering of all contractors operative details.

## 8.2.17 Young Persons at Work

Young workers are seen as being particularly at risk because of their possible inexperience, lack of awareness of existing or potential risks, and immaturity. ABEC will, in general, not employ persons under the age of 18 (young persons). We will, on occasion, allow children (under 16) and young people to undertake work placements with the company. Children will only be permitted to undertake work experience in low-risk environments. Specific risk assessments will be drawn up and agreed upon with their legal guardians before the commencement of the work placement. Young people may undertake placements in higher risk environments but again, a specific risk assessment will be in place, they will be observing and will be supervised at all times.

All persons joining the company, regardless of their age, are given induction training and have a career and personal development path which includes the development of their safety and technical skills.

## 8.2.18 Corrective Actions

Corrective actions are things which need doing to rectify and prevent the recurrence of a non-conformance. These actions can arise from several sources which include, but are not limited to;

- Internal/ External Audits and Inspections/ Walk-rounds
- Reviews of Compliance Obligations/ ISMS performance
- Customer Complaints/ Supplier Feedback
- Incident Reports (including near miss reports)
- Anomalies identified during testing activities

Non-conformances are recorded, the cause and the action required to prevent recurrence identified and that action tracked to completion (see Quality Manual - Complaints and Anomalies).

Where actions are identified which present an opportunity for improvement<sup>1</sup> then these actions may be tracked via the corrective actions register, alternatively they may be tracked using local registers.

## 8.2.19 Monitoring and Measuring

Equipment and resources used for monitoring and measuring is calibrated externally by a UKAS certified laboratory.

Reports are provided regularly from our 3<sup>rd</sup> party IT provider which allow us to monitor the performance of the network and associated hardware to ensure we are aware of and can proactively manage the performance.

---

<sup>1</sup> Preventative actions

## 9 Performance Evaluation

### 9.1 Internal Audit

The purpose of an internal audit is to provide assurance that the Management System is meeting its objective and that our risk management, governance, and internal control processes are operating effectively. For further details see Quality Manual - Internal Audit.

### 9.2 External Audit

External audits will be performed throughout the year in accordance with the schedules identified by the certification bodies responsible for delivering ABEC certifications. Certification bodies used by ABEC to maintain its BMS will be suitably competent and accredited (e.g., UKAS accreditation for the applicable standard). For further details see Quality Manual – External Audit.

### 9.3 Inspections

Inspections are undertaken periodically by the HSEQ Manager. These inspections primarily focus on HSE matters however may also look at information security/ asset protection. Inspections are recorded and any items requiring action are recorded and tracked to completion. For further details regarding inspections see Quality Manual - Inspections.

Equipment and resources used for monitoring and measuring is calibrated externally by a UKAS certified laboratory.

### 9.4 Customer Satisfaction

To develop and maintain our position it is crucial that we understand our market. A key part of this is understanding what our customers like and dislike about the way we work and the work we do. We must also identify if we have made mistakes and how we can ensure that those mistakes are not repeated. For further details regarding inspections see Quality Manual – Customer Satisfaction.

### 9.5 Corrective Actions

Corrective actions are things which need doing to rectify and prevent the recurrence of a non-conformance. These actions can arise from several sources which include, but are not limited to;

- Internal/ External Audits and Inspections/ Walk-rounds
- Reviews of Compliance Obligations/ ISMS performance
- Customer Complaints/ Supplier Feedback
- Incident Reports (including near miss reports)
- Anomalies identified during testing activities

Non- conformances are recorded, the cause and the action required to prevent recurrence identified and that action tracked to completion (see Quality Manual - Complaints and Anomalies).

Where actions are identified which present an opportunity for improvement<sup>2</sup> then these actions may be tracked via the corrective actions register, alternatively they may be tracked using local registers.

---

<sup>2</sup> Preventative actions

## 9.6 Consultation and Participation

Consultation and participation are similar but subtly different concepts that require an organisation to ensure that staff have an opportunity to be involved in decision making processes (participation) and that their views are sought before decisions are made (consultation). For further details see Health and Safety Manual – Consultation and Participation.

## 9.7 Monitoring, Measuring and Improvements

### 9.7.1 Key Performance Indicators (KPIs)

KPIs are used across the business as performance metrics to review and monitor our progress towards our identified objectives and to monitor other key business information. For further details on KPI monitoring see Quality Manual – KPI's.

### 9.7.2 Management Review

Members of the Senior Management Team undertake a thorough review of the ISMS over the course of the year with a summary review occurring annually. For further details see Quality Manual – Management Review

### 9.7.3 Continual Improvement

For us to continually deliver for our clients, to deliver our strategic objectives and to continue to be the place that competent BMES skilled staff want to work it is necessary for us to constantly review, evaluate and improve the way we do things. We apply innovative thinking to complex building management problems, identifying sustainable and achievable solutions. We apply that same critical thinking to our own process and procedures striving to continually improve, learn and grow. Everyone has a key role to play in identifying opportunity and all employees are encouraged to make suggestions for improvement in a variety of ways including, but not limited to, speaking to their line manager, raising a question at the stakeholders meeting, or speaking to a member of the Senior Management Team.