



# Draincare Services Ltd

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## HEALTH, SAFETY AND WELFARE POLICY

**DRAIN CARE SERVICES LIMITED**

**HEALTH, SAFETY AND WELFARE POLICY**

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## LETTER FROM THE DIRECTORS

This document contains the Policy Statement of Draincare Services Ltd (Draincare) for Health, Safety and Welfare together with details of the organisation, arrangements and responsibilities necessary to ensure the Policy's effectiveness relating to the Health and Safety at work legislation 1974 and all revision

The Directors fully support this policy as they regard the Health and Safety of everybody employed by Draincare and anybody else who may be affected by our activities, as being of paramount importance.

Under this policy no distinction is made between direct employees and anybody else employed by Draincare on a contractual basis associated with our core business.

The contents of this document will be communicated to you. However it is essential that you read, make yourself conversant with and fully discharge your duties and responsibilities as defined in this document so as to ensure Draincare's activities are undertaken with full regard for the health, safety and welfare aspects.

All concerns and queries that any employees have with the Health, Safety and Welfare policy should be raised with the UK Director for clarification.



.....

Paul Steedman  
Operations Director

1<sup>st</sup> November 2010

## **POLICY STATEMENT ON HEALTH, SAFETY AND WELFARE**

The directors accept overall responsibility for co-ordination and delivery of Health and Safety Policy towards all staff.

As part of our system scope covering the design, sales and procurement of street and landscape furniture together with associated security products, our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all employees, and to provide such information, training, supervision and support as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The day to day allocation of duties for safety matters and the particular arrangements that we will make to implement the policy are set out on various notice boards within the company.

As our legal requirement and also our use of 18001:2007, it is the policy of Draincare Services to:

- Provide and properly utilise the resources necessary to safeguard the health, safety and welfare of its own employees and anybody else working on its behalf;
- Provide and operate safe plant, vehicles, equipment and work systems;
- Safely use, handle, store, transport and dispose of any articles or substances;
- Provide specific information, instruction, training and supervision to employees to ensure that they properly discharge their responsibilities and duties;
- Provide and maintain places of work and means of entry to and exit from them that are not risks;
- Provide and maintain a healthy and safe working environment for all employees;
- Ensure that any other people who may be affected by its activities are not exposed to health and safety risks;

- Carry out its activities in compliance with the requirements of Health, Safety, Welfare, Environmental, Equal Opportunities and any other relevant legislation or requirements
- The continual improvement of our health and safety management system

In accordance with our defined scope, this policy provides a framework for the development and progressing of our Health and Safety objectives.



.....  
Paul Steedman  
Operations Director  
On behalf of the Draincare Services Ltd Board of Directors  
1<sup>st</sup> November, 2010

## **2.0 STRUCTURE**

The Board of Directors' recognises that health, safety and welfare are an inherent part of the business. For this reason the effective implementation of this policy by the UK Operations Director Paul Steedman will include every director, manager, supervisor, member of staff and operative.

If a management level does not exist the next senior position in line of management will ensure continuity for health and safety responsibility.

The charts inserted set out the basic management safety structure for responsibility accountability and communications.

Activities generally occur in the discrete categories identified in the structures shown. However it is not unknown to have one activity operating under the control of the other, e.g. lorry operations may be undertaken under the responsibility of the Engineering Director and vice versa, as necessary. The double arrow identifies this.

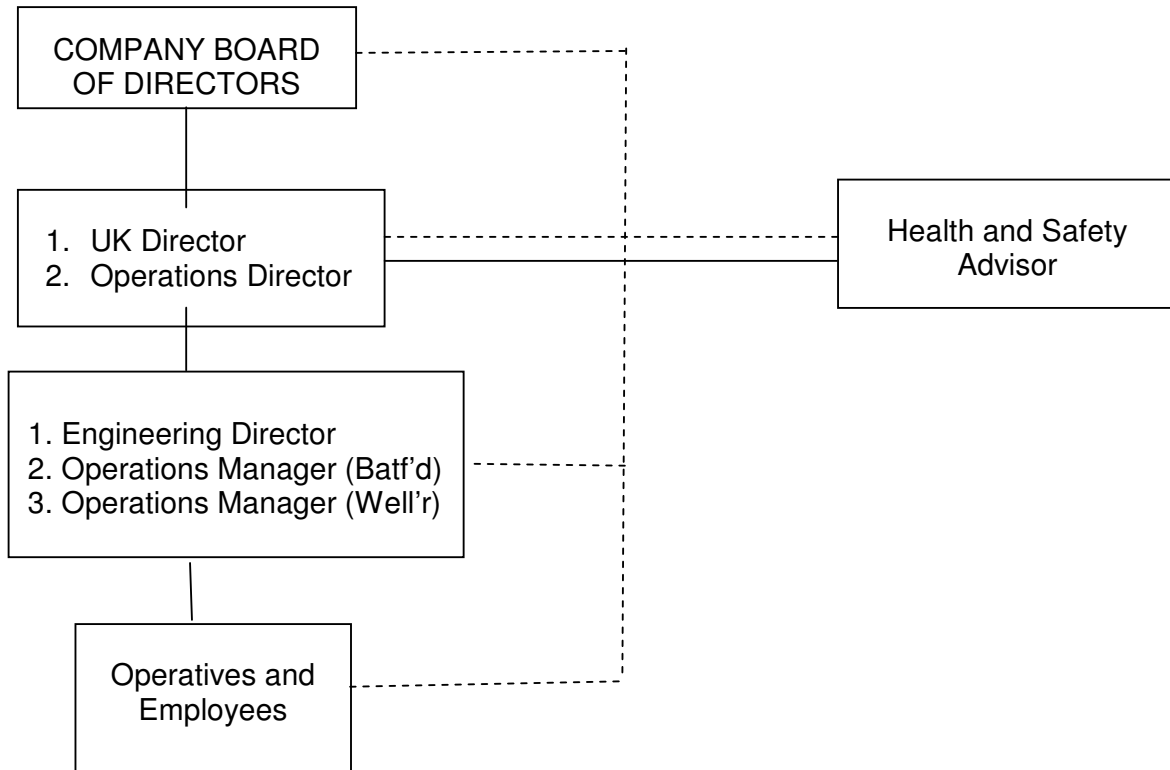


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## HEALTH AND SAFETY MANAGEMENT STRUCTURE



Line of Management



Line of Communication



### 3 ARRANGEMENTS

To implement the Health and Safety Policy the line of management will:

- To ensure that all new employees receive a copy of the Health Safety and Welfare policy during there induction to the company, and that they understand the policy
- All amendments and revisions to the Health, Safety and Welfare policy will be communicated to the staff by tool box talks, crew meetings and notice boards
- Carry out and, as necessary, revise assessments of all risks arising from Draincare's activities;
- Identify the necessary preventative and/or protective measures to control risks;
- Plan, organise and control the protective measures;
- Ensure that the effectiveness of the measures are monitored and reviewed;
- Specify clearly and in writing the responsibilities and accountability for each category of employee;
- Inform employees of any risks to their health, safety and welfare together with the safety measures and the emergency procedures to be used;
- Provide and consult with Health & Safety and other competent advice to assist Draincare to comply with Health and Safety Policy requirements;
- Ensure, where necessary, co-operation between the advisers and provide them with sufficient time, resources and information to enable them to carry out their work effectively;
- Formulate a safety manual for each contract and premises;
- Arrange appropriate and periodic training to employees;
- Provide appropriate health surveillance of employees as and when required;
- Take into account individual capabilities and level of training when entrusting tasks to employees;
- Ensure appropriate protective equipment and clothing is provided;

- Maintain high standards of working environment at all times;
- Ensure all premises, equipment, plant and vehicles are properly maintained;
- Co-operate with other employers, including sub-contractors sharing a workplace, on health and safety matters;
- Accurately and promptly report accidents, dangerous occurrences, incidents and occupational diseases with follow-up procedures for investigations, preventative measures and statistical documentation;
- Regularly review the Health and Safety Policy and, if necessary, revise it at least once every year.

## 4.0 ORGANISATION

4.1 **The Board of Directors** through the UK Director is responsible for:

- Reviewing all safety matters every three months;
- Giving guidance, instruction, recommendations and comment for the development of the Health and Safety Policy as it considers necessary;
- Co-opting members of staff, wherever appropriate, to deal with specific issues.

4.2 At **Management Meetings** the Contracts Managers or other persons in charge of projects will:

- As item one on the meeting agenda include a review of all safety matters;
- Take account of Directions from the Board and recommendations from the Health and Safety Advisor;
- Make recommendations and comment for the development of the safety structure;
- Report to their Director.

4.3 Those persons responsible for **Planning, Design, Buying and Estimating** will:

- Give full consideration at tender stage to the hazards and risks associated with the work identified from the tender documentation;
- Take advice on relevant statutory requirements and safe working systems;
- Highlight all safety requirements for contract/sub-contract enquiries;
- Ensure the inclusion of adequate time and resources and for any other necessary provision for all health and safety requirements;
- Ensure that advice notes, specifications and warnings furnished by suppliers relating to plant, equipment, materials and any hazardous substances is passed to Contract or Project Management.

**4.4** The **Contract Management** will:

- Establish and maintain a contract staffing suitably qualified, trained, experienced and competent to manage the work or site activities;
- Identify management positions appropriate to individual contracts and detail the responsibilities for each position;
- Ensure suitable and sufficient training is provided;
- Liaise with Head Office and the Health and Safety Advisor to assist in implementing this possibility;
- Appoint an individual to liaise with the Health and Safety Advisor when formulating a contract safety manual;
- Ensure the Contract Safety Manual is kept available for inspection at all times;
- Ensure the Contract Safety manual is retained until completion of the work/contract then returned to Head Office to be kept for a minimum period of three years from the date of contract completion;
- Ensure systems and procedures established for the safe execution of the works are implemented and maintained.

## **5.0 GENERAL RESPONSIBILITIES**

**5.1 The Board of Directors** has overall responsibility for health, and safety.

**5.2 The UK Director** is responsible to the Board of Directors for:

- Ensuring the provision of adequate resources for the fulfilment of Health and Safety;
- Establishing and maintaining an effective Health, Safety, Welfare and Training Structure in contracts;
- Setting a good personal example at all times;
- Directing senior management under his control so that the Health and Safety Policy is fully implemented at all times;
- Reporting to the Board on all matters of Health and Safety;
- Showing understanding of his personal responsibilities under the policy and treating the health, safety and welfare of subordinates as matters of the utmost importance;
- Making recommendations to the Board for improving safety performance within the Company;
- Encouraging good safety practices;
- Providing adequate resources for the fulfilment of the safety and training programmes;
- Acting in conjunction with the Engineering Director in respect of Small Van Operations.

### **Lorry Operations**

**5.3 The Depot Manager** is responsible to the UK Director for:

- Co-operating with the Health and Safety Advisor and acting upon their advice and performance reports;
- Ensuring that all corrective actions required by safety inspections and audits are completed;
- Ensuring that the Health and Safety Policy and all procedures and safe systems of working are properly and effectively implemented within all contracts and projects;

- Regularly reviewing safety procedures and systems of work and, where necessary, revising them to ensure they remain appropriate;
- Encouraging, particularly by personal example, safety consciousness on the part of all subordinates;
- Ensuring that all employees, particularly new ones, receive proper initial and refresher training;
- Identifying all the safety requirements to be included in contract and sub-contract documentation;
- Ensuring that all sub-contractors comply with the Health and Safety Policy;
- Maintaining systems of work that ensure both employees' safety and of all others who may be affected by the works;
- Controlling the use of protective equipment and clothing by personal example and instruction to operatives;
- Ensuring equipment, machinery, plant and vehicles whether owned or hired-in is suitable, properly maintained, certificated and operated only by authorised competent and qualified persons;
- Providing suitable safety equipment and first aid facilities on site;
- Acquainting themselves with the hazards arising from site operations and making them known to the operatives;
- Ensuring all operatives are competent to carry out their respective tasks;
- Instructing assistants, supervisors and other subordinates in precise terms regarding correct working methods and safe practices;
- Ensuring relevant information is available to operatives for their work;
- Ensuring supervision is maintained for all operatives under their control;
- Ensuring statutory registers, where applicable, are maintained on site;
- Ensuring adequate and safe means of access and egress are maintained;
- Ensuring a high standard of housekeeping is maintained, paying particular attention to stacking of materials and general cleanliness relating to offices, cabins and welfare facilities;

- Ensuring sub-contractors are working in a safe manner;
- Encouraging operatives to show awareness and attention to safe working practices and reprimanding or disciplining those who are careless for their own safety or that of others;
- Regularly reporting to the UK Director on health, safety, training and welfare performance;
- Immediately reporting any accident, dangerous occurrence, incident or occupational disease to the UK Director.

**The Depot Administrator and Project Manager** will deputise for the **Depot Manager** in their own areas of responsibility in his absence.

**5.4 The Depot Administrator**, of equal status to the Project Manager (see below), is responsible to the Depot Manager for those operations not the responsibility of the Project Manager:

- Co-operating with the Health and Safety Advisor and acting upon their advice and performance reports;
- Ensuring that all corrective actions required by safety inspections and audits are completed;
- Ensuring that the Health and Safety Policy and all procedures and safe systems of working are properly and effectively implemented within all contracts and projects;
- Regularly reviewing safety procedures and systems of work and, where necessary, revising them to ensure they remain appropriate;
- Encouraging, particularly by personal example, safety consciousness on the part of all subordinates;
- Ensuring that all employees, particularly new ones, receive proper initial and refresher training;
- Identifying all the safety requirements to be included in contract and sub-contract documentation;
- Ensuring that all sub-contractors comply with the Health and Safety Policy;
- Maintaining systems of work that ensure both employees' safety and of all others who may be affected by the works;

- Controlling the use of protective equipment and clothing by personal example and instruction to operatives;
- Ensuring equipment, machinery, plant and vehicles whether owned or hired-in is suitable, properly maintained, certificated and operated only by authorised competent and qualified persons;
- Providing suitable safety equipment and first aid facilities on site;
- Acquainting themselves with the hazards arising from site operations and making them known to the operatives;
- Ensuring all operatives are competent to carry out their respective tasks;
- Instructing assistants, supervisors and other subordinates in precise terms regarding correct working methods and safe practices;
- Ensuring relevant information is available to operatives for their work;
- Ensuring supervision is maintained for all operatives under their control;
- Ensuring statutory registers, where applicable, are maintained on site;
- Ensuring adequate and safe means of access and egress are maintained;
- Ensuring a high standard of housekeeping is maintained, paying particular attention to stacking of materials and general cleanliness relating to offices, cabins and welfare facilities;
- Ensuring sub-contractors are working in a safe manner;
- Encouraging operatives to show awareness and attention to safe working practices and reprimanding or disciplining those who are careless for their own safety or that of others;
- Regularly reporting to the Depot Manager on health, safety, training and welfare performance
- Immediately reporting any accident, dangerous occurrence, incident or occupational disease to the UK Director.

**5.5 The Project Manager**, of equal status to the Depot Administrator, is responsible to the Depot Manager for those projects specifically under his control:

- Co-operating with the Health and Safety Advisor and acting upon their advice and performance reports;
- Ensuring that all corrective actions required by safety inspections and audits are completed;
- Ensuring that the Health and Safety Policy and all procedures and safe systems of working are properly and effectively implemented within all contracts and projects;
- Regularly reviewing safety procedures and systems of work and, where necessary, revising them to ensure they remain appropriate;
- Encouraging, particularly by personal example, safety consciousness on the part of all subordinates;
- Ensuring that all employees, particularly new ones, receive proper initial and refresher training;
- Identifying all the safety requirements to be included in contract and sub-contract documentation;
- Ensuring that all sub-contractors comply with the Health and Safety Policy;
- Maintaining systems of work that ensure both employees' safety and of all others who may be affected by the works;
- Controlling the use of protective equipment and clothing by personal example and instruction to operatives;
- Ensuring equipment, machinery, plant and vehicles whether owned or hired-in is suitable, properly maintained, certificated and operated only by authorised competent and qualified persons;
- Providing suitable safety equipment and first aid facilities on site;
- Acquainting themselves with the hazards arising from site operations and making them known to the operatives;
- Ensuring all operatives are competent to carry out their respective tasks;

- Instructing assistants, supervisors and other subordinates in precise terms regarding correct working methods and safe practices;
- Ensuring relevant information is available to operatives for their work;
- Ensuring supervision is maintained for all operatives under their control;
- Ensuring statutory registers, where applicable, are maintained on site;
- Ensuring adequate and safe means of access and egress are maintained;
- Ensuring a high standard of housekeeping is maintained, paying particular attention to stacking of materials and general cleanliness relating to offices, cabins and welfare facilities;
- Ensuring sub-contractors are working in a safe manner;
- Encouraging operatives to show awareness and attention to safe working practices and reprimanding or disciplining those who are careless for their own safety or that of others;
- Regularly reporting to the Depot Manager on health, safety, training and welfare performance;
- Immediately reporting any accident, dangerous occurrence, incident or occupational disease to the UK Director.

### **Van Operations**

**5.6 The Engineering Director** in conjunction with the UK Director is responsible for:

- Co-operating with the Health and Safety Advisor and acting upon their advice and performance reports;
- Ensuring that all corrective actions required by safety inspections and audits are completed;
- Ensuring that the Health and Safety Policy and all procedures and safe systems of working are properly and effectively implemented within all contracts and projects;
- Regularly reviewing safety procedures and systems of work and, where necessary, revising them to ensure they remain appropriate;
- Ensuring that all employees, particularly new ones, receive proper initial and refresher training;

- Identifying all the safety requirements to be included in contract and sub-contract documentation;
- Ensuring that all sub-contractors comply with the Health and Safety Policy;
- Maintaining systems of work that ensure both employees' safety and of all others who may be affected by the works;
- Controlling the use of protective equipment and clothing by personal example and instruction to operatives;
- Ensuring equipment, machinery, plant and vehicles whether owned or hired-in is suitable, properly maintained, certificated and operated only by authorised competent and qualified persons;
- Providing suitable safety equipment and first aid facilities on site;
- Acquainting themselves with the hazards arising from site operations and making them known to the operatives;
- Ensuring all operatives are competent to carry out their respective tasks;
- Instructing assistants, supervisors and other subordinates in precise terms regarding correct working methods and safe practices;
- Ensuring relevant information is available to operatives for their work;
- Ensuring supervision is maintained for all operatives under their control;
- Ensuring statutory registers, where applicable, are maintained on site;
- Ensuring adequate and safe means of access and egress are maintained;
- Ensuring a high standard of housekeeping is maintained, paying particular attention to stacking of materials and general cleanliness relating to offices, cabins and welfare facilities;
- Ensuring sub-contractors are working in a safe manner;
- Encouraging operatives to show awareness and attention to safe working practices and reprimanding or disciplining those who are careless for their own safety or that of others;

- Regularly reporting to the UK Director on health, safety, training and welfare performance;
- Immediately reporting any accident, dangerous occurrence, incident or occupational disease to the UK Director.

#### **5.7 Operatives and Other Employees will:**

- Take care of their own health and safety and that of others who may be affected by their work;
- Co-operate with Draincare in implementing the Health and Safety Policy and complying with legal duties and responsibilities;
- Make themselves familiar with the Health and Safety Policy and all written instructions relevant to their work;
- Observe all safety regulations at all times;
- Wear appropriate protective clothing and personal protective equipment as provided;
- Properly use safety equipment as necessary;
- Report any hazards, accidents, dangerous occurrences, incidents and occupational diseases to the Project Manager or the Engineering Director;
- Carry out the instructions given in any emergency procedures;
- Not misuse or abuse any items provided for health and safety;
- Use any equipment provided in accordance with the training given and the supervisor's instructions;
- Use the correct tools and equipment for their tasks;
- Use safety equipment and protective clothing supplied, e.g. helmets, goggles, ear protection;
- Report to their supervisor any unsafe or unhealthy condition or any defects in equipment, machinery, plant and vehicles;
- Develop a personal concern for safety – for themselves and for others, particularly new employees and young people;

- Improvise only when completely satisfied that the steps being taken reduce the risks to a level that is as safe as reasonably practicable.
- Not operate any item of equipment, machinery, plant or vehicle unless they have been specifically trained and authorised;
- Show consideration for members of the public who may be affected by their activities;
- Refrain from horseplay and abuse of equipment, machinery, plant, vehicle and welfare facilities;
- Inform the Depot Administrator, Depot Manager / Project Manager or Engineering Director (as appropriate) of anything that may have a potentially adverse effect on their health and safety and any apparent shortcomings in the Health and Safety Policy.

## 6.0 SPECIFIC RESPONSIBILITIES

6.1 In addition to his other duties as UK Director, **Chris Gifkins, the Director with specific responsibility for Health and Safety**, will:

- Ensure the provision of necessary resources for implementing the Health and Safety Policy;
- Ensuring that the objectives of the Policy are fully understood and observed by all levels of management and employees.
- Set objectives to encourage the development of the Policy;
- Ensuring that any authorised information regarding Health & Safety matters is effectively communicated to all interested parties.
- Ensuring that as and when required Health & safety meetings or joint consultation involving management and employees takes place.
- Ensuring that the appropriate insurance cover which embraces both statutory and company requirements are met and maintained.
- Promote the highest standards for the effective implementation of the Policy;
- Receive regular reports on the health, safety and welfare performance of the companies;
- Ensure the Appropriate Authority is notified of reportable injury accidents and dangerous occurrences;
- Report to the other Directors on all matters connected with Health, Safety and Welfare;

**The UK Director** will deputise for **Paul Steedman** in his absence.

6.2 **Keyes (Health and Safety Management) Limited, the Health and Safety Adviser** is responsible to Chris Gifkins, UK Director for:

- Advising on any matters concerned with Health, Safety, Training and Welfare;
- Monitoring health, safety, training and welfare performance;
- Ensuring the Health and Safety Policy and attendant arrangements are regularly reviewed and, if necessary, revised;

- Carrying out inspections as and when required each year;
- Carrying out a once yearly audit of Draincare's Health and Safety Management System;
- Advising on and assisting in content preparation and presentation of safety training for employees;
- Making regular recommendations for improving Health, Safety, Training and Welfare;
- Regularly reporting on the performance of the Health, Safety, Training and Welfare programme.

**6.3** In addition to their normal responsibilities, **the Fire and Emergency Co-coordinators/Wardens** will:

- Check and test all zones of the Fire Alarm system in the area under their control at least once each month, record the result, and any necessary corrective action taken;
- Check all fire-fighting appliances at least once every month, the result recorded, and any necessary corrective action taken:
- Ensure that all fire-fighting appliances are checked and tested at least once every year by a competent person, the result recorded and any necessary corrective action taken;
- Check all escape routes informally at least once every day and any obstructions removed or otherwise cleared;
- Carry out a practice evacuation of their respective building at least twice each year, record the result and any necessary corrective action taken;
- Ensure buildings are evacuated in the event of fire or other emergency;
- Carry out a roll call of those persons evacuating the building and notify the results to the UK Director and, where appropriate, to the emergency services;
- Notify and act as the liaison point with the emergency services;
- Maintain a control and coordination point.

## **7.0 Arrangements overview:**

For each of the Health and Safety aspects relating to our business, detailed arrangements are included in our ISO documentation these will be reviewed at least once each year and, if necessary, revised.

For information an overview of key elements is included here:

### **7.1 Welfare Facilities**

Each vehicle carries washing facilities. Arrangements will be made wherever possible with the Client and/or Principal Contractor for the use of welfare facilities, e.g. toilets, canteen, first aid facilities, at site under their management. As a minimum the following requirements will be adhered to:

- Toilet/washing
- Eating/rest facilities accessible on site.

### **7.2 Hazardous Substances**

An inventory of all hazardous substances and materials is held at each depot.

Before any hazardous substances are used during a work process, a material safety data sheet will be requested from the supplier and an appropriate assessment made of the risks from that substance undertaken by management in conjunction with Keyes (Health and Safety Management) Limited, the Draincare Health and Safety Advisor in line with statutory requirements particularly the Control of Substances Hazardous to Health Regulations (COSHH).

### **7.3 First Aid and Accident/Incident/Occupational Disease Reporting**

At least one member of each vehicle crew is a qualified first aider. Each vehicle carries a suitably marked first aid pack easily accessible to crew members. Notwithstanding the aforementioned adequate first aid provision will be secured at every place of work accessed by Draincare.

All accidents or incidents, no matter how slight, must be reported to management and the details recorded in the head office accident book. A proportion of all minor accidents and incidents will be investigated by Keyes (Health and Safety Management) the Draincare Health and Safety Advisor.

In addition, where an accident or incident occurs falling within the category of legally defined Major or a dangerous occurrence, as appropriate, and particularly in case of doubt management will

immediately contact the Draincare Health and Safety Advisor for advice, assistance and investigation. The accident or incident will be investigated by the UK Director and Draincare's Health and Safety Advisor.

#### **7.4 Manual Handling**

All our operatives are trained in manual handling. Our operatives are instructed not to attempt manual handling of loads they are not capable of handling or there is serious doubt as to their capability of doing so.

Prior to each work activity the risks of the task including manual handling are considered and the work activity adapted to minimise hazardous manual handling wherever possible. This starts with consideration of the necessity for carrying out the task at all through use of mechanical and other aids and, where these are not practicable, options of lifting/carrying methods.

#### **7.5 Asbestos**

Before any work commences on a client's site, all employees are to make a request to view the site-specific asbestos register.

The position and condition of any asbestos that may be in the area where you will be working should be noted within the asbestos register. If asbestos is noted within your potential work area, contact the Supervisor or Line Manager.

#### **7.6 Public Safety**

The safety of members of the public and other contractors is considered at all times whilst on site. Any work area that could place others at risk due to the company's activities will be closed off by appropriate means (e.g. safety signage, bollards, tape, hording) in order to restrict access.