

Health and Safety Policy



“We are committed to providing and maintaining a safe and healthy environment for our employees and to ensuring the safety of others affected by our involvement. We are committed to proactive health and safety management at all levels, positively influencing key stakeholders whilst conducting our activities. Safety is not separate from our business, but integral and fundamental to our success”

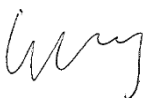
It is the policy of **calfordseaden LLP, calfordseaden (Health and Safety) Limited** and **Knoll Rise Services Limited** that every Employee, Manager, Group Leader, Member, Director & Partner supports and further develops the company’s approach towards protecting all personnel and others and recognises that by our commitment to leadership and management of safety we:

- Encourage positive behaviour and improved safety culture, promoted by constructive and effective communication and participation.
- Ensure that personal responsibilities are discharged in a safe, reliable and competent manner.
- Provide adequate and appropriate training and invest in the competency of our teams and ensure responsibilities are discharged in a safe and reliable manner.
- Work with the industry and our Clients to improve overall health and safety, including recognising our contribution through safety in design.
- Provide adequate funding and resources that contributes towards a safe and healthy environment, and assists with legal compliance.
- Understand that by the development and implementation of safe working practices we are likely to reduce accidents, incidents and occupational ill health.
- Measure, monitor and report on safety management regularly to the Management Partners and ensure lessons learned are communicated.
- Set key safety objectives, review performance, publicise results and strive for continuous improvement.

Partners/Directors, Members and Group Leaders are required to ensure that the safety procedures are observed and promote an awareness of safety in all personnel as an integral part of their good management.

The Management Partners have allocated the responsibility of monitoring compliance to our safety management system to Simon Gray, who will report to the Partners/ Directors at regular intervals and recommend changes where necessary. The Health and Safety Policy is the direct concern of all personnel and the Partners/ Directors are accountable for its implementation.

Although the prime responsibility for ensuring health and safety rests with the Partners and Directors of calfordseaden, we look to our Members and employees’ support and professionalism to make this policy truly effective on behalf of calfordseaden.



Simon Gray DMS IEng ACIBSE
on behalf of
calfordseaden LLP
calfordseaden (Health and Safety) Limited
Knoll Rise Services Limited

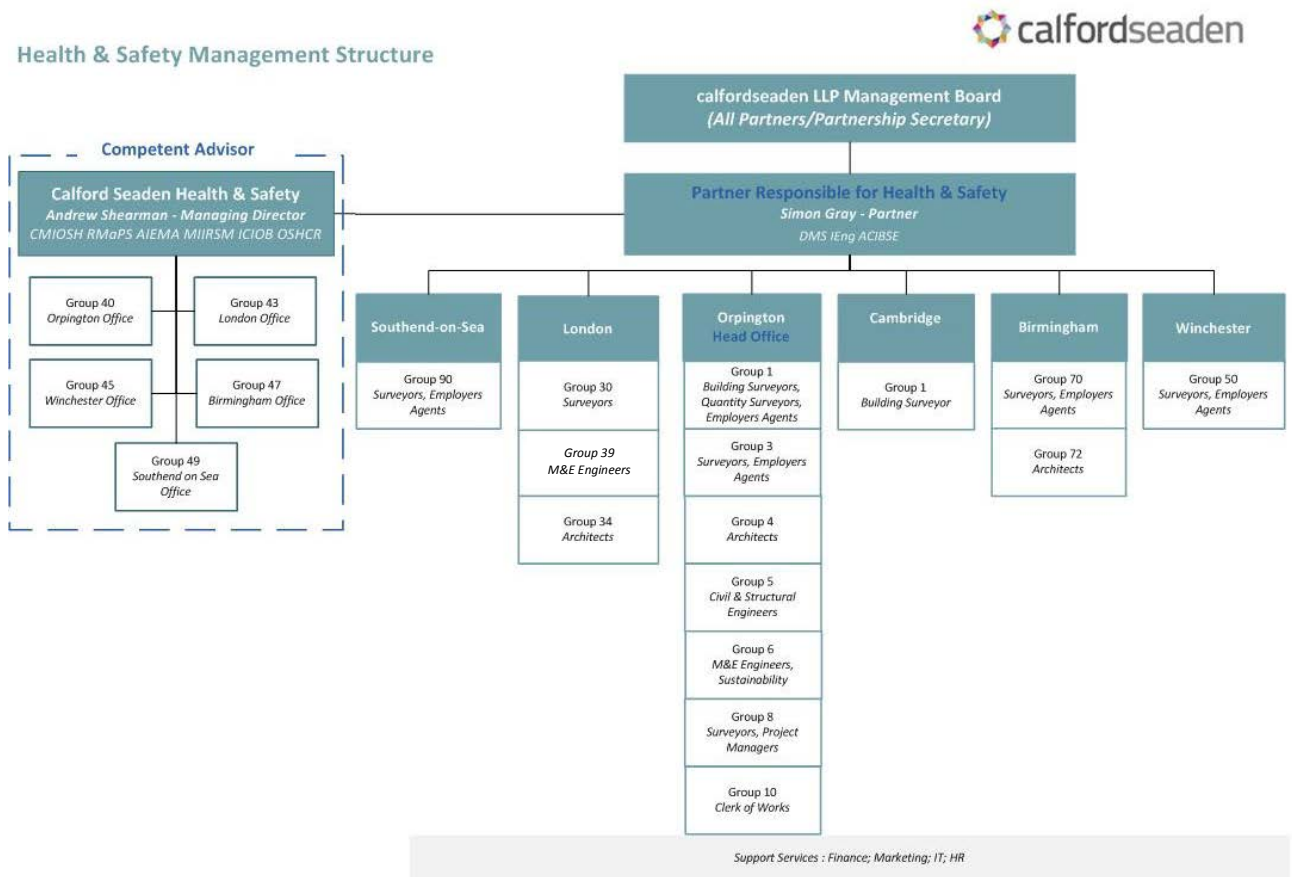
HEALTH AND SAFETY MANAGEMENT SYSTEM

Date of Policy Review	Signed for calfordseaden	Brief Description of Changes	Date update received
May 2004	SWC	Amendment of Legislation:	10.06.04
		Workplace (Health, Safety & Welfare) Regulations 1992	
		Provision and use of Work Equipment Regulations 1998	
		Manual Handling Operations Regulations 1992	
		Health and Safety (Display Screen Equipment) Legislation 1992	
May 2018		Personal Protective Equipment (Enforcement) Regulations 2018	14.05.18
		Health and Safety (First Aid) Regulations 1981	
		Construction (Design & Management) (Amendment) Regulations 2000	
		Fire Precautions (Workplace) (Amendment) Regulations 1999	
		Control of Asbestos at Work Regulations 2012	
		Working Time (Amendment) Regulations 1999, 2001, 2002 & 2003	
		Control of Substances Hazardous to Health Regulations 2002	
		Review of existing Risk Assessments	
		New/Expectant Mothers - additional Risk Assessment	
		Health and Safety at Work Act 1974 : Lift Policy	
Dec 2005	SWC	Amendment to Fire and Emergency Procedures	22.12.05
		Amendment to Dealing With Suspicious Packages/Bomb Threats/Letter Bombs	
		New Section - New and Expectant Mothers	

May 2006	SWC	Amended to reflect change of status	10.05.06
		Amended to reflect change of office from Southampton to Winchester	
Dec 2007		Amendment to Legislation	05.12.2007
		Control of Asbestos Regulations 2006	
		Construction (Design and Management) Regulations 2007	
		Regulatory Reform (Fire Safety) Order 2005	
		The Work at Height Regulations 2005	
June 2009	SWC	Amendment to Legislation:	11.06.09
		Control of Asbestos Regulations 2006	
		Construction (Design and Management) Regulations 2007	
		Regulatory Reform (Fire Safety) Order 2005	
		The Work at Height Regulations 2005	
		Private and company vehicle policy revised	
		Working alone policy revised	
		General review	
		Out of hours emergency procedures revised	
		Surveying/inspecting vacant buildings procedures revised	
		Mobile telephone policy revised	
		Training policy revised	
March 2010		Formatting	
Jan 2012	SWC/AJS	Update and general revision.	
October 2012	AJS	General update as part of annual review. Changes to legislation and general procedural text. Risk assessment text revised to reflect comments of BSi audit and	November 2012

		addition of agreed objectives.	
July 2013	AJS	Added to Chart for new Southend Branch and general review in light of amalgamation with HBW. Additional clause regarding Defibrillators.	July 2013
July 2013	DJM	Additions so Policy applies to Members and personnel.	July 2013
April 2015	AJS	Updated to include Construction (Design & Management) Regulations 2015. Reviewed due to change in Partner responsible for safety and addition of Cambridge office.	April 2015
September 2015	AJS	Additional clause added on procedure for lone working in calfordseaden offices.	September 2015
June 2016	AJS	Cambridge Office emergency evacuation procedures.	
March 2017	AF	Update and General Review	March 2017
November 2017	AF	Inclusion of Terrorism Emergency Procedure	November 2017
May 2018	AJS	The Personal Protective Equipment (Enforcement) Regulations 2018	May 2018

SAFETY MANAGEMENT STRUCTURE



The effectiveness of the Safety Policy is dependent on the people who are responsible for ensuring that all aspects of work, whether in the office or on site, are carried out with due consideration for safety and with a minimum risk to health.

Ultimate responsibility lies with the Partners/Directors, but specific duties are delegated to others according to their function, experience and training.

Simon Gray has overall responsibility for this Policy and the Safety Management System (SMS), and is the Director responsible for safety within the LLP.

All Group Leaders are responsible for ensuring that objectives set out the SMS are undertaken in their area of responsibility.

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Each Member and Employee has a duty of care to her/himself as well as to all those they come into contact with during any part of the working day.

Any future amendment to the Health and Safety Policy and SMS will be brought to the attention of all Members and Employees, and published on the intranet.

1 SAFETY RESPONSIBILITIES

1.1 Partners/Directors

The Partners/Directors retain the overall responsibility for ensuring that health and safety is managed in accordance with calfordseaden's Policies by:-

- Providing and maintaining the companies' SMS and Safety Policy, and ensuring regular review and continuous improvement.
- Providing suitable and sufficient resources to develop, maintain and implement the companies' health and safety objectives and policy.
- Regularly reviewing the SMS.
- Ensure the business reviews and manages risks in accordance with the Management Regulation 1999.
- To lead by example and demonstrate proactive management of safety.

1.2 Partner/Director Responsible for Health and Safety

The Partner/Director responsible:-

- Monitors the effectiveness of the companies' Safety Management System and Policy against the safety performance of the companies.
- Promotes and supports the continuing development of a culture of health and safety awareness.
- Ensures that the Partners/Directors, Members, Group Leaders, technical staff and all employees are aware of their responsibilities.
- Makes recommendations to the Partners/Directors regarding all matters relating to safety and training, legislation and amendments to the Health and Safety Policy and the SMS.
- To lead by example and demonstrate the proactive management of safety.

1.3 Safety Consultancy: calfordseaden health and safety limited

The Safety Advisor (via calfordseaden health and safety limited):-

- Advises the Partners/Directors upon safety matters generally and make recommendations to meet the requirements of the legislation and industry best practice.
- Provides an interpretation of safety legislation so that the Partners/Directors fully understand the actions required to meet statutory obligations.
- Suggests suitable training for all levels of Members and Employees to increase the awareness of accident prevention and hazards to health, and to improve general or specific competencies of the professional teams.
- Assist in the review and development of all policies and procedures for the collective business.
- To lead by example and demonstrate the proactive management of safety.

1.4 Group Leaders

Group Leaders: -

- Co-operate in the implementation of this Policy and SMS.
- Advise the Partner/Director responsible for health and safety of any risk to health and safety that they have identified, or has been brought to their attention, as soon as is practicable.
- Advises the person in control of any workplace they visit about any hazards that are not adequately controlled and discontinues the visit to the workplace unless they are reasonably satisfied it is safe to do so.
- Do not interfere or misuse any equipment that has been provided for their safety.
- Do not do anything that puts themselves or others at risk or provides a residual hazard.
- To lead by example and demonstrate the proactive management of safety

1.5 Technical and Administration Members and Staff

- Co-operate in the implementation of this Policy and the SMS.
- Advise their Group Leader of any matter that they consider is a risk to their own, or to any other person's health and safety, as soon as is practicable.

- Advise the person in control of any workplace they visit about any hazards that are not adequately otherwise controlled and discontinues the visit to the workplace unless they are reasonably satisfied it is safe to do so.
- Do not interfere or misuse any equipment that has been provided for health and safety reasons.
- Do not do anything that puts themselves or others at risk and abide by controls within risk assessment.
- To lead by example and support others to work and conduct themselves safely.

2 SAFETY MANAGEMENT SYSTEM

2.1 Technical and Administration Members and Staff

General

The objective of calfordseaden is to prevent accidents and incidents that have the potential for loss, injury or ill health, through the identification, elimination and control of risks to health and safety and will treat the legal requirements as the minimum acceptable standard.

In addition to legislation specifically referred to in this Policy, calfordseaden will comply with its obligations under the legislation specified below and any subsequent amendments:-

- The Health and Safety at Work Etcetera Act 1974.
- The Management of Health and Safety at Work Regulations 1999.
- The Workplace (Health, Safety and Welfare) Regulations 1992 & Amendments.
- The Provision and Use of Work Equipment Regulations 1998 & Amendments.
- The Manual Handling Operations Regulations 1992 & Amendments.
- The Health and Safety (Display Screen Equipment) Regulations 1992 & Amendments.
- The Personal Protective Equipment At Work Regulations 1992 & Amendments.
- The Construction (Design and Management) Regulations 2015.
- Regulatory Reform (Fire Safety) Order 2005.
- The Control of Substances Hazardous to Health (Amendment) Regulations 2004.
- The Electricity at Work Regulations 1989.
- The Control of Noise at Work Regulations 2005.

- The Health and Safety (First Aid) Regulations 1981.
- The Reporting of Injuries, Diseases and Dangerous Occurrences (Amendment) Regulations 2012.
- The Health and Safety (Signs and Signals) Regulations 1996.
- The Health and Safety Information for Employees (Amendment) Regulations 2009.
- Control of Asbestos Regulations 2012.
- The Health and Safety Consultation with Employees Regulations 1996.
- The Health and Safety (Young Persons) Regulations 1997.
- Confined Spaces Regulations 1997.
- The Working Time (Amendment) Regulations 2007.
- Offices, Shops & Railway Premises Act 1963.
- The Health and Safety (Miscellaneous Amendments) Regulations 2002.
- The Work at Height Regulations 2005.
- Workplace (Health Safety and Welfare) Regulations 1992.
- Lifting Operations and Lifting Equipment Regulations 1998.
- Health and Safety (Fees) Regulations 2012.

3 ACCIDENT REPORTING

In order to comply with the 'Reporting of Injuries, Diseases and Dangerous Occurrences' (Amendment) Regulations 2012, and our internal requirements, all injuries resulting from accidents on site should be initially reported to the Contractor/Client Site Manager and recorded in the Site Accident Book. The Group Leader should be advised immediately at the same time, or in their absence, another Group Leader or Partner/Director and then subsequently recorded in the Accident Book at the Member's or employee's resident or allocated office e.g. London, Orpington, Winchester, Southend or Birmingham. The accident book entry/page should be removed and returned by the Group leader to the Practice Manager at Orpington. All data is to be forwarded as 'strictly confidential' to the Practice Manager.

All injuries and accidents in the calfordseaden offices workplace, should be reported initially to the Group Leader, or in their absence, another Group Leader or Partner/Director, recorded in the Accident Book and, if necessary, an Accident Report Form completed with the Practice Manager.

The Practice Manager (with the guidance of the Director responsible for Health & Safety) will manage KPI data in relation to accident, incidents and near misses.

Near misses are to be reported similarly to accidents to the group leader and the practice manager using the Near Miss-Incident Reporting Form. A near miss is defined as “any event, which under slightly different circumstances, may have resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment”.

In the event of a fatality or major injury to any person, or a dangerous occurrence as defined by the ‘Reporting of Injuries, Diseases and Dangerous Occurrences (Amendment) Regulations’ 2012, the Health and Safety Executive must be notified by telephone or electronically via the notification website, by the Director responsible for safety or appointed representative e.g. calfordseaden health and safety limited. The category of injury or dangerous occurrence will determine if the form F2508 is to be completed and this is to be undertaken by the Partner/Director responsible for safety within ten days.

The Director responsible for safety will ensure that all reportable accidents are investigated and will ensure that an investigation report is prepared identifying basic and underlying causes of the accident for the use by Insurers or legal advisers for calfordseaden. This information may be subject to legal privilege, and therefore investigations are only to be conducted by qualified safety practitioners on behalf of the business.

4 CONTRACTOR MANAGEMENT

calfordseaden will plan, co-ordinate, control and monitor the activities of those Contractors working on our premises to ensure risks to our Members and employees, or other persons on the site (e.g. visitors) and members of the public are adequately controlled. Contractors will not be allowed to work within our offices without the approval/authorisation of the Facilities Manager at Orpington or group leaders within the other offices.

calfordseaden will only employ Contractors who can demonstrate the necessary health and safety competency to undertake their works in accordance with their statutory obligations. We will review proposed Contractor’s Company Health and Safety Policies, Accident Records, Prohibition Notices and Site Specific Risk Assessments/Safety Method Statements prior to appointing Contractors or allowing them to commence on site, all works will be conducted in compliance with CDM2015 (notifiable or non notifiable).

Where appropriate, relevant extracts of calfordseaden’s Health and Safety Policy, e.g. emergency procedures and Risk Assessments and Health and Safety Files will be issued to all Contractors prior to works commencing.

calfordseaden will ensure the Contractors working on our premises are monitored to ensure they comply with their Site Specific Risk Assessments and Safety Method Statements thereby ensuring risks to our Members, employees and visitors are adequately controlled.

calfordseaden will ensure that those persons acting as Duty Holders under the CDM Regulations, i.e., Designers, Principal Designer/Assistant Principal Designer or Principal Contractors are provided with such information, instruction (and employee training) to enable them to discharge their duties competently.

5 CONTROL OF ASBESTOS REGULATIONS 2012

calfordseaden has established a management policy to control and manage asbestos in the workplace in accordance with the Control of Asbestos Regulations 2012 for those workplaces under their control.

The Regulations aim is to protect/control exposure of employees (and others) to asbestos containing materials, which may be encountered in the workplace, and calfordseaden will ensure:

- Appointment of an “Asbestos Co-ordinator”.
- Identification of the location of any asbestos in the premises.
- Asbestos Register prepared for each office, along with a management plan.
- Register updated further to works or change.
- Monitor/maintenance of asbestos containing materials in the premises.
- Measures to be taken in an emergency where an accidental release of asbestos fibres has occurred, as detailed below.

5.1 Emergency Action

In an emergency the following action must be taken:-

- Immediately vacate the area.
- Isolate the area by closing all doors.
- Secure the area.
- The responsible person in the office shall inform the Asbestos Co-ordinator who will:
 - Relay information on the incident to all persons who may be affected.
 - Arrange for a licensed contractor for a report/removal/remedial work.
- Keep the area clear until air monitoring has taken place, and certificate is provided and indicating acceptability to occupy.
- Review and update the Asbestos Register / Management Plan.

The persons appointed “Asbestos Co-ordinator” are:

Orpington Office:	Dilip Patel
London Office:	Simon Gray
Birmingham Office:	Neil Hebberts
Winchester Office:	Not Applicable
Southend Office:	Nigel Franklin
Cambridge:	Ben Furr

6 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2004

In general terms the Regulations aim to prevent and control exposure of employees to substances hazardous to health, encountered at work. Where it is not practicable to substitute or remove a substance, measures will be implemented to eliminate or reduce the risks of exposure in accordance with the Regulations. The selection of materials and contractors will be based on their approach to the management of COSHH substances and the approach to the protection of our personnel.

calfordseaden will ensure that suitable and sufficient COSHH assessments will be available to ensure that Members and employees are not exposed to substances hazardous to health, and are aware of products within our premises, and remedial measure required in the event of an incident.

COSHH materials within our offices are predominately cleaning products. As part of our terms of engagement with our contract cleaning companies, we require comprehensive COSHH data prior to the engagement of the contractor and the materials arriving on site. We insist that products that have limited impact to the environment and present no risk to our personnel.

Technical staff visiting either temporary or permanent workplaces should report to the Site Manager or the responsible person for the premises, who have a legal responsibility to inform them on any activities being undertaken which may result in exposure to substances hazardous to health and the control measures to being implemented to protect our personnel and visitors.

6.1 Changes made by the COSHH (Amendment) Regulations 2003

These Regulations (SI 2003/978) came into force on 29 April 2003. They added a definition of ‘mutagen’ (regulation 2(1)) and extended to mutagens certain provisions of COSHH (in regulations 7(5) and 13(4)) that formerly related only to carcinogens or biological agents. In addition, 17 ‘dioxins’ were included in Schedule 1 of COSHH to make clear that these substances are carcinogenic within the meaning of the Regulations.

6.2 Changes made by the COSHH (Amendment) Regulations 2004

These Regulations (SI 2004/3386) came into force on 17 January 2005 (in respect of restrictions relating to cement and a revision of the disapplication of COSHH to merchant ships) and on 6 April 2005 (in respect of a new framework for adequate control of exposure and of a clarification revision of the duty to maintain exposure control measures). They:

- i. prohibit the supply and use of cement and cement preparations containing more than 0.0002% of soluble chromium (VI) measured with respect of the dry weight of the cement and, where a reducing agent has been used, require that packages of cement and cement preparations be marked with information on packing date, storage period and recommended storage conditions;
- ii. do not apply COSHH to all merchant ships (including non-sea-going merchant ships) in specified circumstances;
- iii. introduce a new framework for adequate control of exposure by specifying principles of good practice (Schedule 2A) and by replacing occupation exposure standards (OESs) and a maximum exposure limits (MELs) with workplace exposure limits (WELs); and
- iv. clarify the wording of the duty to maintain exposure control measures so as to make clear that the scope of the duty extends to methods of work and supervision in addition to plant and equipment.

7 DISPLAY SCREEN EQUIPMENT

calfordseaden are committed to the implementation of the Health and Safety (Display Screen Equipment) Regulations 1992 & Amendments in relation to the use of display screen equipment throughout all of their offices.

The following is the policy of calfordseaden in relation to DSE safety and is to be read in conjunction with HSE display screen equipment guidance issued to all personnel along with their electronic assessment forms.

7.1 Arrangements for Ensuring the Health and Safety of Workers

To ensure the health and safety of workers in so far as is reasonably practicable, calfordseaden will, in consultation with workers and their representatives:-

- Carry out an assessment of each workstation, taking into account the display screen equipment, the furniture, the working environment, the worker and take all necessary measures to remedy any risks found as a result of the assessment.
- Take steps to incorporate changes of tasks within the working day, to prevent intensive periods of on-screen activity.

- Review software to ensure that it is suitable for the task and is not unnecessarily complicated.
- Arrange for the provision of eye tests at regular intervals throughout the employment of the employee where a visual problem is experienced.
- Arrange for the supply of basic corrective appliances where these are required specifically for working with display screen equipment.
- Advise existing Members, employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided.

7.2 Procedures for Dealing with Health and Safety Issues

Where a Member or employee raises a matter related to health and safety in the use of display screen equipment, calfordseaden will:-

- Take all necessary steps to investigate the circumstances.
- Take corrective measures where appropriate.
- Advise the individual of actions taken.

Where a problem arises in the use of display screen equipment, the Member or employee must adopt the following procedures:-

- Inform his/her Group Leader immediately, who will advise the Practice Manager.
- In the case of an adverse health or medical condition, advise his/her general practitioner.

7.3 Information and Training

calfordseaden will give sufficient information, instruction and training as is necessary to ensure the health and safety of workers who use display screen equipment. This provision will also apply to those persons not in direct employment, e.g. temporary staff and contractors. Group Leaders who are responsible for users of display screen equipment will also be given appropriate training.

7.4 Eye and Eyesight Tests Pre-Employment

calfordseaden will not arrange for an eye test to be carried out as part of a pre-engagement or employment health examination. The Member or employee will be expected to have a standard of vision suitable for the job.

7.5 Job Changes

Where a Member or employee transfers, or is promoted or otherwise moved to a job involving the use of display screen equipment, he or she will be entitled to an eye or eyesight test. This entitlement also applies where display screen equipment has become a significant part of the work for a Member or employee not previously considered a regular user.

7.6 Regular Eye and Eyesight Tests

All personnel will be entitled to undertake an eye or eyesight test at regular intervals. All such tests must be arranged through the employer. These tests are specifically for users of display screen equipment.

All personnel should note that these tests are limited to an assessment of the visual capability needed to see the screen and are not a substitute for regular and more comprehensive tests that may be carried out by a high street optician.

Where a Member or employee experiences visual difficulties, and has good reason to believe that these may be caused by work with a display screen, calfordseaden will offer the opportunity for an eye or eyesight test.

7.7 Cost of Testing

All agreed costs of eye and eyesight tests will be met by calfordseaden provided that the testing has been arranged through calfordseaden. Where a Member or employee obtains a test independently and without the knowledge of calfordseaden, even if the test is specifically related to display screen use, the calfordseaden reserves the right to repay only those costs that would have been incurred had the Member or employee complied with the above.

7.8 Supply of Glasses

Where it can be demonstrated that glasses are necessary, specifically for the use of display screen equipment, calfordseaden will contribute a reasonable sum towards the purchase depending on the circumstances and total cost. This will enable the Member or employee to obtain a standard frame and lenses, or to use the contribution towards a more expensive model of their own choosing. Evidence of intended purchase must be produced.

7.9 Care and Replacement of Glasses

The Member or employee will be personally responsible for the safekeeping of glasses. These are supplied in accordance with a statutory requirement, in the interest of health and safety. It is an offence to interfere with, or misuse, anything provided in the interest of health and safety. All personnel are expected to show the same degree of care for glasses as for any other item of calfordseaden's property. Anybody failing to observe this requirement, calfordseaden may take appropriate action.

Where there is a change in the Members or employees' visual defect and this result in a change to prescription requirements, calfordseaden will bear the cost of replacement lenses only.

7.10 Daily Work Routine

The purpose of a break from display screen work is to prevent the onset of fatigue. To achieve this objective, calfordseaden will seek to incorporate changes of activity into the working day.

There is no prescribed frequency of duration of breaks from display screen work. Wherever possible, employees will be given the discretion to decide the timing and extent of off screen tasks. Personnel who believe that their workload at a display screen does not permit adequate breaks should bring this to the attention of their Group Leader.

Users of display screen equipment are encouraged, and will be expected, to take the opportunities to vary their work routine.

7.11 Radiation and Pregnancy

All personnel using display screens are not at risk from radiation. No adverse health effects have been found to arise from the use of display screen equipment. Thus, there is no reason for a person who is pregnant, or is seeking to become pregnant, to avoid working with such equipment.

calfordseaden acknowledge that some personnel may not be fully convinced by these assurances. It is recognised that, where a Member or employee has a genuine concern, this can of itself contribute to stress and ill health. The policy is therefore that any pregnant person may request a temporary transfer or a reduction in the volume of display screen work that they undertake. No guarantee can be given, however such requests will receive full and proper consideration and will be granted where this can be achieved without undue disruption to calfordseaden's operations.

7.12 Self-Assessment of the Workstation

Users of display screen equipment will be invited to complete an electronic checklist form, to assist the employer in providing a comfortable and safe working environment.

7.13 Instruction/Guidance

Each Member or employee who uses display screen equipment will be given guidance in all areas necessary to enable him/her to work without risk to health. Guidance will also cover the provisions of this policy via the intranet, and the entitlements, which arise.

8 ELECTRICITY

All reasonable steps will be taken to secure the health and safety of personnel who use and operate electrical equipment.

calfordseaden will:-

- Ensure that electrical installations and equipment are installed in accordance with the IEE Wiring Regulations.
- Maintain fixed installations at its premises in a safe condition by carrying out routine safety testing.
- Inspect and test portable and transportable equipment in accordance with the Electricity at Work Regulations 1989.
- Electrical accidents can have very serious consequences. To help prevent them, all personnel should remember these two basic rules:-
- Report faulty or damaged equipment; do not attempt to use or repair it.
- Never overload sockets with several plugs (avoid the use of multiple outlet extension).

9 SECURITY ARRANGEMENTS FOR ORPINGTON HEAD OFFICE

Last person leaving the floors:-

- Please switch off the lights for the office floors.
- Close the window in the toilets and switch off the lights.
- Check OUT for the floor on the Building Occupancy Board in the Reception.
- Close the blinds on ground floor and meeting rooms.

Last person leaving the building:-

- Check the building occupancy board to see that there is nobody else left in the building.
- Set the Intruder Alarm.
- Switch off the reception lights and lock the front door on leaving.

10 REGULATORY REFORM (FIRE SAFETY) ORDER 2005

calfordseaden will ensure so far as is reasonably practicable that all premises under their control comply with the order to ensure the safety of the building occupants and others who may be affected by the risk of a fire.

calfordseaden have appointed the following persons to discharge the relevant duties to achieve compliance with the order within their respective offices.

Responsible person	Dilip Patel	Orpington
	Neil Hebberts	Birmingham
	Simon Gray	London
	John Lanning	Winchester
	Nigel Franklin	Southend
	Ben Furr	Cambridge
Competent advisor	calfordseaden health and safety limited	

11 FIRE AND EMERGENCY PROCEDURES

In the event of fire or other emergency, the safety of lives shall override all other considerations, such as saving property and extinguishing the fire.

In the event of a fire, the following procedures are to be followed in all offices:-

- Activate the nearest and/or safest fire alarm call point on discovery of any fire, however small.
- Do not wait until you have informed another person such as a Group Leader.
- The responsibility for summoning the Fire Brigade during the hours of 8.30 am - 5.30 pm lies with the person manning the switchboard/reception. For fires discovered outside of these hours, responsibility for summoning the Fire Brigade is with the person discovering the fire. This person should call the Fire Brigade immediately:-
 - a. DIAL 999.
 - b. Give the operator your telephone number and ask for **FIRE SERVICE**.
 - c. When the Fire Service answers, state clearly and distinctly:-
“FIRE AT ... appropriate office address”.
 - d. **DO NOT REPLACE THE RECEIVER UNTIL THE FIRE BRIGADE HAS CONFIRMED THE ADDRESS.**

- The person manning the switchboard/reception is also responsible for collecting the personnel site diary and visitor's book prior to evacuating the building. (To ensure we are aware who is present in the building, it is important that no-one shall leave the office until they have completed the site diary including estimated time of return).
- calfordseaden does not require persons to attempt to extinguish the fire, but extinguishing action may be taken if it safe and trained to do so.
- Evacuate the building as soon as the fire alarm is heard. Do not wait to conclude meetings or telephone calls or to collect belongings.
- As you make your escape, close windows and doors, particularly those designated as fire resisting doors, if it is safe to do so.
- Report to the pre-determined assembly point. Do not leave this point or re-enter the building until the Fire Brigade Officer in charge or Partner/Director declares it is safe to do so.
- Use the nearest exit available.
- Do not use the lift if available under any circumstances.
- All able bodied personnel are designated and trained to assist in the evacuation of persons with physical disabilities from the premises in the event of an emergency.
- In the event that a disabled visitor is present on the premises at the time of an emergency, their host will be responsible for ensuring they are assisted from the building.
- Hosts are also responsible for ensuring all able bodied visitors are safely evacuated from the building.
- All occupiers of the building should be aware that certain doors are marked as fire doors and are identified by a sign placed upon both sides stating the words 'FIRE DOORS KEEP SHUT'.
- These doors are so marked to maintain a safe passage between offices and the defined escape routes and should not be permanently wedged open or obstructed.

The following are the specific procedures to be adopted in the event of a fire in respect of each of the offices:-

11.1 Orpington Office (St John's House, Knoll Rise BR6 0JX)

11.1.1 Alarm Testing

The fire alarm bell test is performed on Mondays at approximately 10.00 hrs and is a continuous loud tone sounder lasting approximately 30 seconds. This is a regularly weekly check of the system. If the sounder continues to sound, this should be treated as notice to evacuate the building.

11.1.2 Evacuation Procedure

On hearing the alarm when the system is not being tested this procedure is to be followed:-

- calfordseaden does not require persons to attempt to extinguish the fire, but extinguishing action may be taken if it safe and trained to do so.
- This office is provided with two staircases suitable for escape. Use the nearest staircase to you, provided it is safe to do so as follows:-
- Exit using the emergency exit staircase onto Augustus Lane, or exit via the main staircase to the ground floor and then via the emergency exit door onto the car park.

Assembly Point

- Once outside the building, go to the designated fire assembly point - the pavement area in front of Central Court, Knoll Rise, outside 1C Knoll Rise (a white Tudor style building next to the former Doctors' surgery), adjacent to Vinson Close.
- Do not congregate in the road and assemble in floor groups for ease of checking by the Fire Marshal.

The first person to leave by each exit route will take the clipboard with the schedule of personnel attached, and once clear of the building at the assembly point, will hand the schedule to the appointed Fire Marshal or his/her deputy once they have swept the floor for which they are responsible and arrived at the assembly point.

The Receptionist (or in their absence the first person to exit the building) is to take the site diary and visitor's book to the assembly point and is to provide it to the Chief Marshal.

The Fire Marshal will then confirm who is present, or absent, checking this against the staff site diary and visitor's book after having completed their sweep of the floor. If there is any doubt that anybody might still be in the building, this should be reported to the Chief Marshal or Deputy Chief Marshal in their absence, who will advise the Lead Fire Brigade Officer.

The Fire Marshal and Deputy respectively for each floor is noted on the chart within the kitchen areas on each floor, this chart also denotes the appointed first aiders.

In the event that a disabled visitor is present on the premises at the time of an emergency, their host will be responsible for ensuring that they are taken to a protected stairwell/refuge and that they are assisted from the building.

Nobody should attempt to regain access to the building for **ANY REASON** before the 'all clear' has been given by the Chief Fire Marshal, his deputy or the Fire Brigade.

Fire evacuation drills will be conducted twice annually to ensure this procedure remains effective. In general, it has been found to be more beneficial if no prior warning is given of the drills therefore knowledge of the test will be limited.

11.2 London Office (Kings Head House, Kings Head Yard, Borough High Street SE1 1NA)

11.2.1 Alarm Testing

The fire alarm bell test is performed on Mondays at approximately 10.00 hrs., and is a continuous loud tone sounder lasting approximately 30 seconds. This is a regularly weekly check of the system. If the sounder continues to sound, this should be treated as notice to evacuate the building.

11.2.2 Evacuation Procedure

On hearing the alarm when the system is not being tested this procedure is to be followed:-

- calfordseaden does not require persons to attempt to extinguish the fire, but extinguishing action may be taken if it safe and trained to do so.
- The fire exit route is as follows:-
- The fire exit route is via the staircase to the main front exit door on the ground floor leading to Kings Head Yard and turn left.
- Go immediately to the assembly point under the archway at the end of the street.

The first person to leave by each exit route will take the clipboard with the schedule of personnel attached, and once clear of the building at the assembly point, will hand the schedule to the appointed Fire Marshal or his/her deputy for their floor, once they have swept the floor for which they are responsible and arrived at the assembly point.

The Receptionist (or in their absence the first person to exit the building) is to take the site diary and visitor's book to the assembly point and is to provide it to the Chief Marshal.

The Fire Marshals will then confirm who is present, or absent, checking this against the staff site diary and visitor's book. If there is any doubt that anybody might still be in the building, this should be reported to the Chief Marshal or Deputy Chief Marshal in their absence, who will advise the Lead Fire Brigade Officer.

If there is any doubt that anybody might still be in the building, this should be reported to either a Partner/Director or most senior member of staff present who will advise the Fire Brigade.

Nobody should attempt to regain access to the building for **ANY REASON** before the 'all clear' has been given by the Chief Fire Marshal, his deputy or the Fire Brigade.

Fire evacuation drills will be conducted twice annually to ensure this procedure remain effective. In general, it has been found to be more beneficial if no prior warning is given of the drills therefore knowledge of the test will be limited.

11.3 Birmingham Office (214a Hagley Road, Edgbaston, Birmingham B16 9PH)

11.3.1 Alarm Testing

The fire alarm bell test is performed on Mondays at approximately 10.00 hrs., and is a continuous loud tone sounder lasting approximately 30 seconds. This is a regularly weekly check of the system. If the sounder continues to sound this should be treated as notice to evacuate the building.

11.3.2 Evacuation Procedure

On hearing the alarm when the system is not being tested this procedure is to be followed:-

calfordseaden does not require persons to attempt to extinguish the fire, but extinguishing action may be taken if it safe and trained to do so.

The Receptionist (or in their absence the first person to exit the building) is to take the site diary and visitor's book to the assembly point and is to provide it to the Chief Marshal.

The Fire Marshals will then confirm who is present, or absent, checking this against the staff site diary and visitor's book. If there is any doubt that anybody might still be in the building, this should be reported to the Chief Marshal or Deputy Chief Marshal in their absence, who will advise the Lead Fire Brigade Officer.

The fire exit routes are as follows:-

- From the first floor via the staircase to the fire exit door at the front of the building leading to the car parking area.
- From the ground floor via the fire exit door through the staircase area to the fire exit door leading to the car park at the front of the building.
- Go immediately to the assembly point in Hagley Road at the front of the premises.

Nobody should attempt to regain access to the building for **ANY REASON** before the 'all clear' has been given by the Chief Fire Marshal, his deputy or the Fire Brigade.

Fire evacuation drills will be conducted twice annually to ensure this procedure remain effective. In general, it has been found to be more beneficial if no prior warning is given of the drills therefore knowledge of the test will be limited.

11.4 Winchester Office, Wessex Business Park, Wessex Way, Colden Common, SO21 1WP.

11.4.1 Alarm Testing

The fire alarm bell test is performed on Mondays at approximately 10.00 hrs., and is a continuous loud tone sounder lasting approximately 30 seconds. This is a regularly weekly check of the system. If the sounder continues to sound this should be treated as notice to evacuate the building.

11.4.2 Evacuation Procedure

On hearing the alarm when the system is not being tested this procedure is to be followed:-

calfordseaden does not require persons to attempt to extinguish the fire, but extinguishing action may be taken if it safe and trained to do so.

The Receptionist (or in their absence the first person to exit the building) is to take the site diary and visitor's book to the assembly point and is to provide it to the Chief Marshal.

The Fire Marshals will then confirm who is present, or absent, checking this against the staff site diary and visitor's book. If there is any doubt that anybody might still be in the building, this should be reported to the Chief Marshal or Deputy Chief Marshal in their absence, who will advise the Lead Fire Brigade Officer.

The fire exit routes are as follows:-

- Via the staircase through the entrance area to the main front exit door on the ground floor leading to the car park or,
- Via the fire escape doors at ground floor level leading to the footpath at the rear of the building and, in turn, leading to the car park.
- Go immediately to the assembly point outside Unit 3 by the refuse enclosure.

Nobody should attempt to regain access to the building for **ANY REASON** before the 'all clear' has been given by the Chief Fire Marshal, his deputy or the Fire Brigade.

Fire evacuation drills will be conducted twice annually to ensure this procedure remain effective. In general, it has been found to be more beneficial if no prior warning is given of the drills therefore knowledge of the test will be limited.

11.5 Southend Office, The Maltings, Locks Hill, Rochford, Essex , SS4 1BB

In the event of fire or explosion, or the fire alarm being activated, all personnel are to comply with the fire regulations and evacuation procedures for The Maltings, as provided by the Landlord and detailed and set out on the notices adjacent to the exit doors and in the lift lobby.

All personnel are to acquaint themselves with their locations, the types of extinguisher and their suitability to deal with particular types of fire. All personnel are not to risk injury in dealing with small fires.

Should an incident that requires evacuation occur, then a register will be taken at the approved assembly point to establish numbers based on the relevant occupation of the office that particular day and in conjunction with the site visit diary. Ms J Foley and the Receptionist will be responsible for the register.

Ms J Foley will be responsible for a visual sweep of all first floor office areas including server/archive store and toilets to ensure all members of staff have exited via the designated routes.

A Partner, or in their absence, an Associate, will be responsible for liaising with the other Tenants to ensure that the relevant Emergency Services have been contacted.

A register of emergency procedures will be logged by the Landlord (Cottis House Limited) for record purposes.

The Landlord has prepared a Fire Risk Assessment for The Maltings in compliance with Fire Precaution Legislation.

11.6 Cambridge Office, 20 Station Road, Cambridge, CB1 2JD

The Cambridge office is a managed office suite, of which we are tenants, whereby we comply to local instruction in relation to emergency procedures, evacuation etc.

Assembly Point

Once on the outside of the building report to the Fire Warden who will standing in the car park entrance off Station Road.

PLEASE REMEMBER, FIRE SAFETY IS EVERYONE'S RESPONSIBILITY AND YOUR VIGILANCE MAY SAVE SOMEONE'S LIFE.

11.7 Emergency Procedure - Terrorism

Introduction

At the time of writing this procedure the current threat level for international terrorism in the UK is SEVERE¹.

This means that an attack is highly likely. Coupled with recent terrorist attacks in London Bridge, calfordseaden have assessed the risk of terrorism to our staff and the business as a whole. We propose to provide all staff with information on what to do in the event of an emergency.

Company Commitment

calfordseaden are committed to ensuring the safety and wellbeing of its employees, clients and visitors at office locations and employees on company business.

Different Terrorism Threats

At present the UK primarily faces International terrorist threats from groups such as 'DAESH (also known as ISIL), Al Qaida, and groups or individuals who can be directed, encouraged or inspired by them.'

However, we also face Domestic Terrorism for far right groups, such as the National Front, and Northern Ireland-related Terrorism. The risk levels are lower for these types of terrorism.

Understanding what is normal

In order to identify possible terrorist activities and threats we must be able to understand what is normal for our workplaces. This can be applicable to our homes, journeys to work, construction sites, shopping centres, sports matches and events, etc.

For example, is it normal to have people walking past the office at certain times of day? Do people in the area normally have backpacks or luggage?

Identifying Suspicious Behaviour and what to do

If we know what is normal for our surroundings it may be easier to spot suspicious behaviour. Look out for people taking pictures or selfies where they are capturing CCTV cameras. Are they taking pictures of entrances and exits? Are people hanging around? Has that car driven past already? Has that person been here at different times during the day?

If you spot anything suspicious please call 999, or the anti-terrorist hotline on 0800 789 321. Do not leave it for someone else to report. It may be nothing, but your call may stop a terrorist attack.

¹ Date: August 2017 <https://www.mi5.gov.uk/threat-levels>

² <https://www.gov.uk/government/publications/project-griffin/project-griffin>

Please let your Group Leader, or a partner know that you have spotted something suspicious and have notified the Police.

Office Security

It is important that we manage office security so that we know who is in our buildings at all times. Where offices are open to the public, without access control, receptionists should man the desks at all times and get cover for breaks. In offices where access control is managed via a telephone or video system any staff allowing members of the public in should ensure that they are expected.

Fire exit doors must remain closed and secure from unauthorised access. All windows must be closed and locked at the end of each working day.

Post should be checked before being taken to the recipient. Any packages that appear to have white powder or exposed wires are to be treated as suspect packages and the Police are to be informed. We recommend that staff do not have personal mail or packages sent to the office. We also need to know where our staff are, especially if they are out of the office, either in meetings or on sites. It's important to accurately log your whereabouts on your calendar so that others can check your location in the event of an emergency or attack.

What to do in the event of an attack

In the event of an attack on one of our offices, or in the local area, we have adopted the National Police Chief's Council recommended procedure:

Run Hide Tell

Run to a place of safety, if there is nowhere to go, then...

Hide. Turn your phone to silent and turn off vibrate. Where possible, barricade yourself in. When it is safe to do so....

Tell the Police by calling 999

Please see the NPCC poster below for more information.

If you spot a suspect package call 999 and evacuate the building, proceeding to a safe place at a fair distance away, preferably an open area away from crowds of people.

More information

For more information please refer to the following web links:

http://www.npcc.police.uk/StaySafeAssets/NPCC_CT_A5%202pp.pdf

<https://www.gov.uk/government/news/action-counters-terrorism>

<https://www.gov.uk/government/publications/project-griffin/project-griffin>

<https://www.mi5.gov.uk/threat-levels>

London Bridge Office

Due to its location in a busy part of the city, our London Bridge office may be more likely to experience a terrorist attack in the local area around Borough High Street, Borough Market and Tooley Street, or in the mainline and underground stations.

Run Hide Tell

What to Do:

- If it is safe to do so, leave the building and run away from the area of activity
- Head to an open space, away from crowds of people
- The nearest open space is Guys War Memorial, accessible from Collingwood Avenue, via Kings Head Yard
- Inform your Group Leader or Head Office of your location
- If it is not safe to leave the building the receptionist is to lock front door and collect signing in sheet to account for all staff and visitors in the building
- Emergency response staff on each floor are to lock office doors off of the stairwells
- Ground floor offices are to close and lock any openable windows
- HIDE – move away from windows and doors
- Turn phones onto silent
- TELL – Contact the police to make them aware of the situation and number of staff in the building
- Receptionist to use internal phones to contact each level to take a register
- Receptionist and emergency response staff to contact staff not on the premises, either at meetings or on lunch and advise them to keep away from the area and get to a place of safety
- Receptionist to contact Head Office to advise them of the incident and to help contact other members of staff who may be in the area.

General Security

- Ensure all visitors and members of the public are spoken to via intercom before they are buzzed in to the building
- Staff are not to allow visitors or members of the public to tailgate them into the building
- All staff to take responsibility for closing windows and locking doors when leaving an office unoccupied
- Visitors and hot desking staff to sign in and out at reception
- Staff to keep accurate calendars that are accessible to their Group Leaders
- Do not wedge doors open.



Southend

Run Hide Tell

What to Do:

- If it is safe to do so, leave the building and run away from the area of activity
- Head to an open space, away from crowds of people
- The nearest open space is Rochford Reservoir
- Inform your Group Leader or Head Office of your location
- If it is not safe to leave the building the receptionist is to lock the door from the stairwell and collect signing in sheet to account for all staff and visitors in the building
- Senior members of staff are to lock each of the 3 office suite doors
- Close and lock any openable windows
- HIDE – move away from windows and doors
- Turn phones onto silent
- TELL – Contact the police to make them aware of the situation and number of staff in the building
- Receptionist to use internal phones to contact each office suite to take a register
- Receptionist and emergency response staff to contact staff not on the premises, either at meetings or on lunch and advise them to keep away from the area and get to a place of safety
- Receptionist to contact Head Office to advise them of the incident and to help contact other members of staff who may be in the area

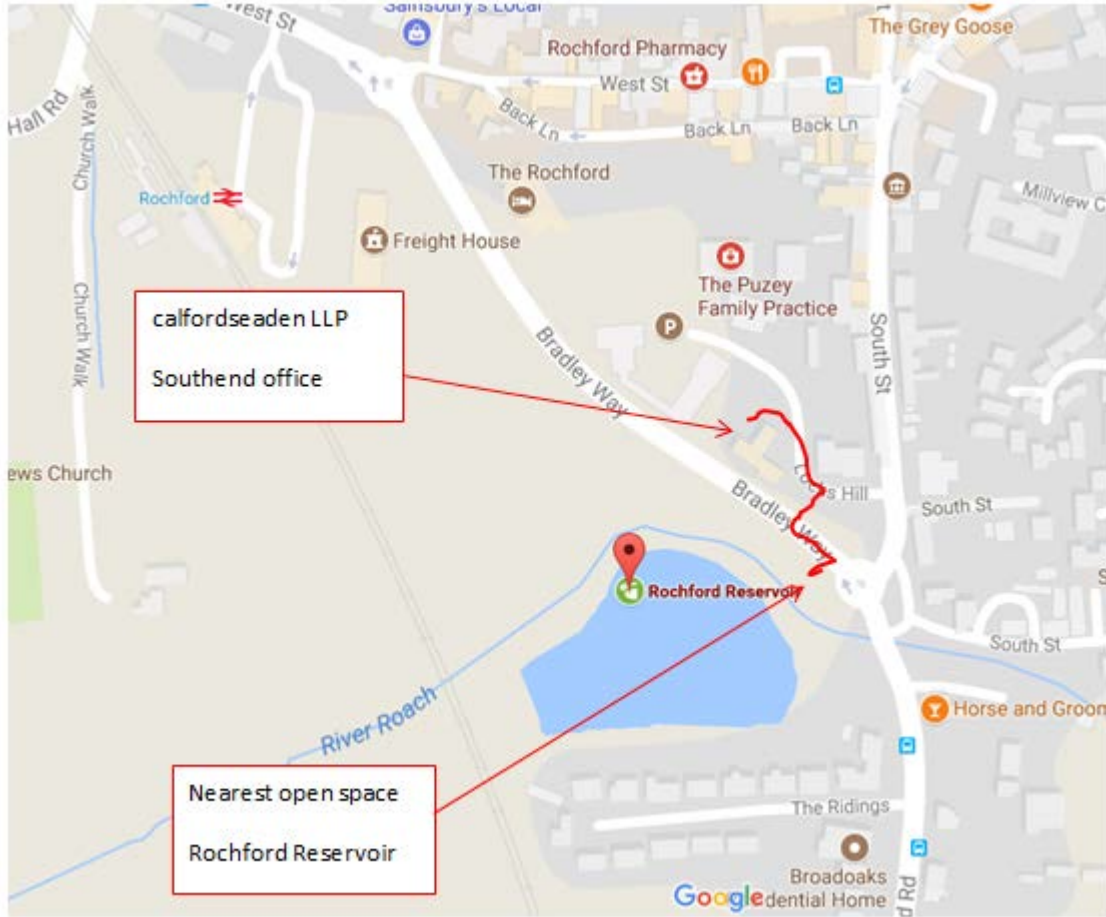
General Security

- Ensure all visitors and members of the public are spoken to via intercom before they are buzzed in to the building
- Staff are not to allow visitors or members of the public to tailgate them into the building
- All staff to take responsibility for closing windows and locking doors when leaving an office unoccupied
- Visitors and hot desking staff to sign in and out at reception
- Staff to keep accurate calendars that are accessible to their Group Leaders
- Do not wedge doors open

calfordseaden LLP

calfordseaden (Health and Safety) Limited

Knoll Rise Services Limited



Orpington

Run Hide Tell

What to Do:

- If it is safe to do so, leave the building and run away from the area of activity
- Head to an open space, away from crowds of people
- The nearest open space is on Spur Road
- Inform your Group Leader or Head Office of your location
- If it is not safe to leave the building the receptionist is to lock front door and collect signing in sheet to account for all staff and visitors in the building
- Emergency response staff on each floor are to lock office doors off of the stairwell
- Ground floor offices are to close and lock any openable windows
- HIDE – move away from windows and doors
- Turn phones onto silent
- TELL – Contact the police to make them aware of the situation and number of staff in the building
- Receptionist to use internal phones to contact each level to take a register
- Receptionist and emergency response staff to contact staff not on the premises, either at meetings or on lunch and advise them to keep away from the area and get to a place of safety
- Receptionist to contact other offices to advise them of the incident and to help contact other members of staff who may be in the area

General Security

- Ensure all visitors and members of the public are spoken to via intercom before they are buzzed in to the building
- Staff are not to allow visitors or members of the public to tailgate them into the building
- All staff to take responsibility for closing windows and locking doors when leaving an office unoccupied
- Visitors and hot desking staff to sign in and out at reception
- Staff to keep accurate calendars that are accessible to their Group Leaders
- Do not wedge doors open



Winchester

Run Hide Tell

What to Do:

- If it is safe to do so, leave the building and run away from the area of activity
- Head to an open space, away from crowds of people
- The nearest open space is Wessex Park
- Inform your Group Leader or Head Office of your location
- If it is not safe to leave the building the receptionist is to lock the office door from the lobby and collect signing in sheet to account for all staff and visitors in the building
- Close and lock any openable windows
- HIDE – move away from windows and doors
- Turn phones onto silent
- TELL – Contact the police to make them aware of the situation and number of staff in the building
- Receptionist to take a register
- Receptionist and emergency response staff to contact staff not on the premises, either at meetings or on lunch and advise them to keep away from the area and get to a place of safety
- Receptionist to contact Head Office to advise them of the incident and to help contact other members of staff who may be in the area

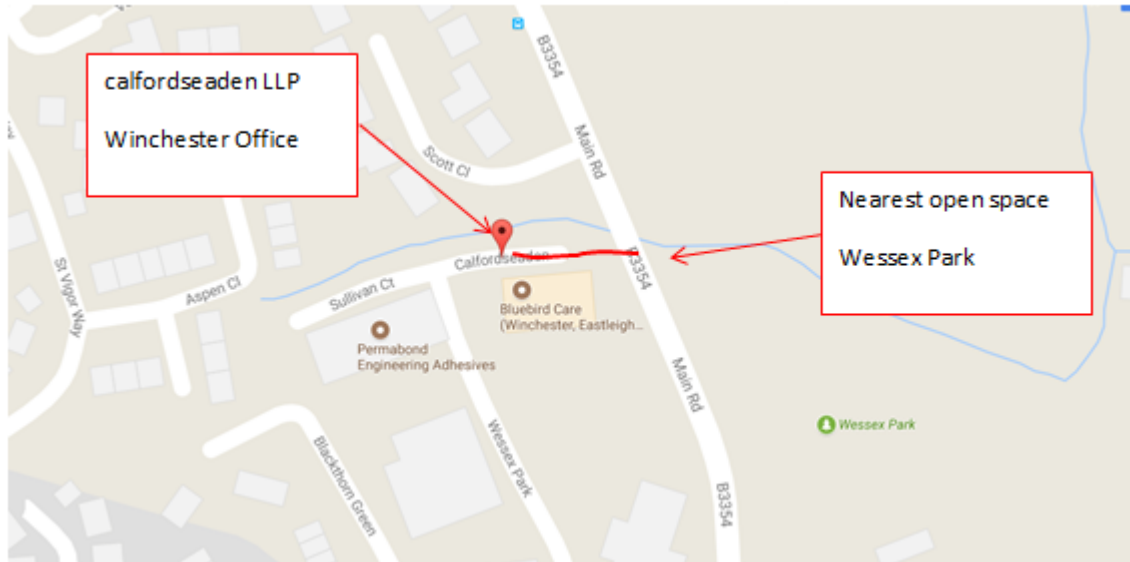
General Security

- Ensure all visitors and members of the public are spoken to via intercom before they are buzzed in to the building
- Staff are not to allow visitors or members of the public to tailgate them into the building
- All staff to take responsibility for closing windows and locking doors when leaving an office unoccupied
- Visitors and hot desking staff to sign in and out at reception
- Staff to keep accurate calendars that are accessible to their Group Leaders
- Do not wedge doors open

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Knoll Rise Services Limited



Cambridge

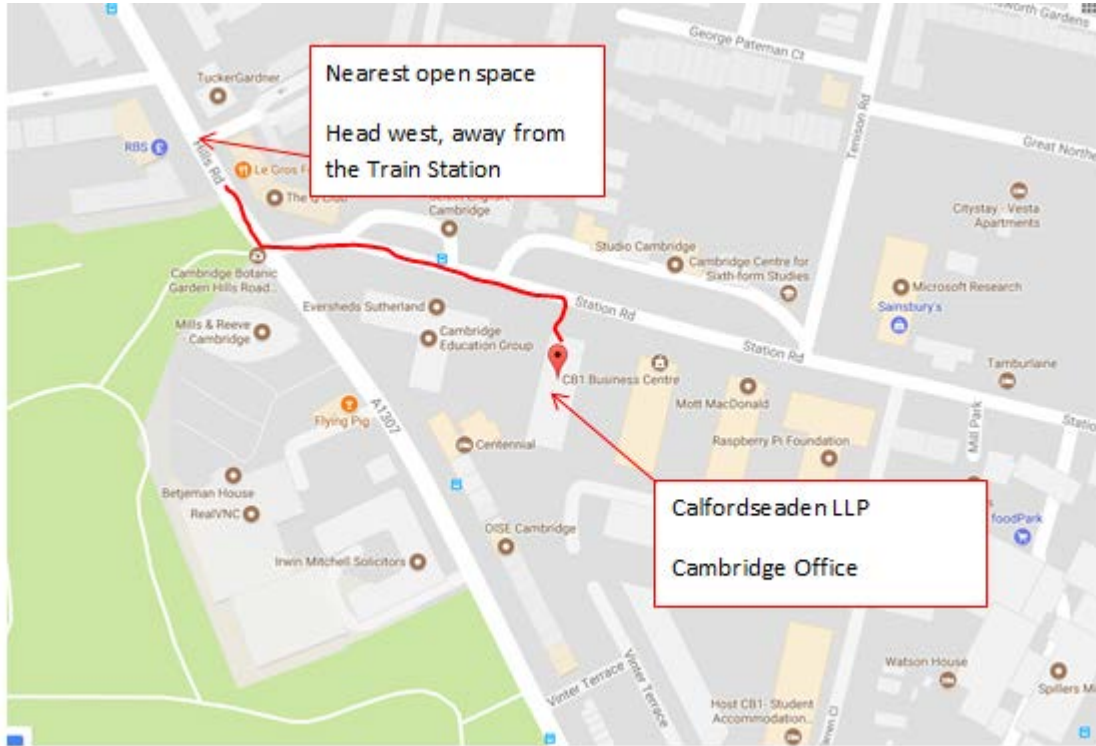
Run Hide Tell

What to Do:

- If it is safe to do so, leave the building and run away from the area of activity
- Head to an open space, away from crowds of people
- Head west and avoid going towards Cambridge Train Station and other busy areas in the City
- Inform your Group Leader or Head Office of your location
- If it is not safe to leave the building the receptionist is to lock the office door from the lobby and collect signing in sheet to account for all staff and visitors in the building
- Close and lock any openable windows
- HIDE – move away from windows and doors
- Turn phones onto silent
- TELL – Contact the police to make them aware of the situation and number of staff in the building
- Receptionist to take a register
- Receptionist and emergency response staff to contact staff not on the premises, either at meetings or on lunch and advise them to keep away from the area and get to a place of safety
- Receptionist to contact Head Office to advise them of the incident and to help contact other members of staff who may be in the area

General Security

- Ensure all visitors and members of the public are spoken to via intercom before they are buzzed in to the building
- Staff are not to allow visitors or members of the public to tailgate them into the building
- All staff to take responsibility for closing windows and locking doors when leaving an office unoccupied
- Visitors and hot desking staff to sign in and out at reception
- Staff to keep accurate calendars that are accessible to their Group Leaders
- Do not wedge doors open



Birmingham

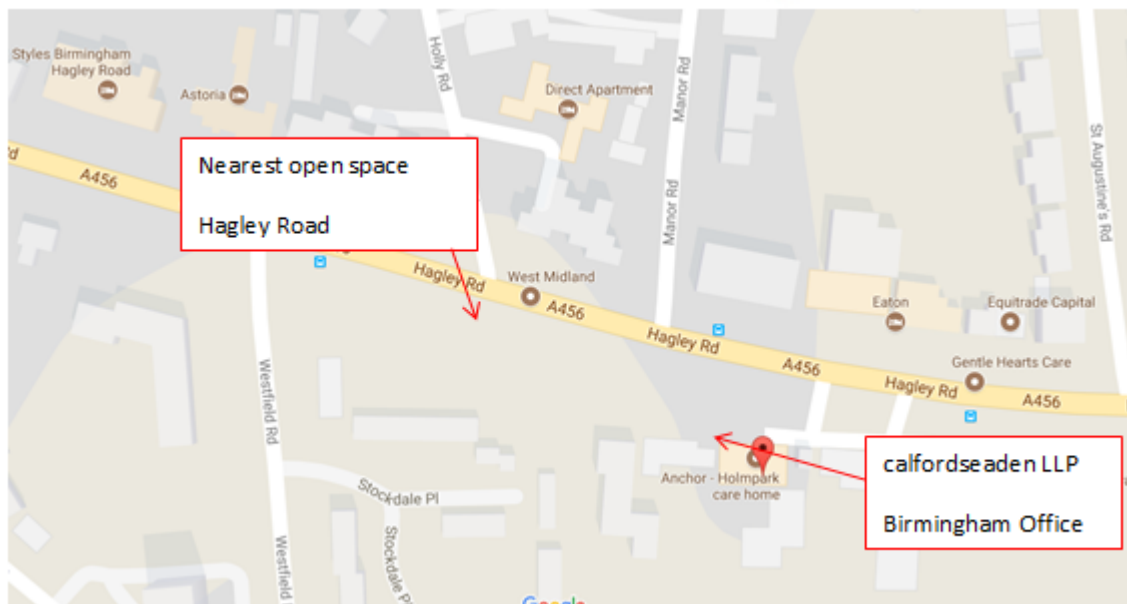
Run Hide Tell

What to Do:

- If it is safe to do so, leave the building and run away from the area of activity
- Head to an open space, away from crowds of people
- The nearest open space is on Hagley Road in front of the office
- Inform your Group Leader or Head Office of your location
- If it is not safe to leave the building the receptionist is to lock the office doors from the reception and stairwell and collect signing in sheet to account for all staff and visitors in the office suites
- Close and lock any openable windows
- HIDE – move away from windows and doors
- Turn phones onto silent
- TELL – Contact the police to make them aware of the situation and number of staff in the building
- Receptionist to take a register
- Receptionist and emergency response staff in each office suite to contact staff not on the premises, either at meetings or on lunch and advise them to keep away from the area and get to a place of safety
- Receptionist to contact Head Office to advise them of the incident and to help contact other members of staff who may be in the area

General Security

- Ensure all visitors and members of the public are spoken to via intercom before they are buzzed in to the building
- Staff are not to allow visitors or members of the public to tailgate them into the building
- All staff to take responsibility for closing windows and locking doors when leaving an office unoccupied
- Visitors and hot desking staff to sign in and out at reception
- Staff to keep accurate calendars that are accessible to their Group Leaders
- Do not wedge doors open



12 FIRE DRILLS

A fire drill will be held at least twice a year. In general, it has been found to be more beneficial if no prior warning is given of the drills therefore knowledge of the test will be limited.

13 DEALING WITH SUSPICIOUS PACKAGES / BOMB THREATS / LETTER BOMBS

13.1 Suspicious Objects

All staff should be alert at all times for suspicious objects - inside and outside the building. Anybody finding a suspicious object should clear all people away from the immediate area **DO NOT TOUCH OR MOVE THE SUSPICIOUS OBJECT IN ANY WAY.**

If a suspect object cannot be accounted for, you should refer the matter immediately to:-

The Senior Partner in the first instance or Partner if not available in Orpington.

Simon Gray or Richard Grove at London.

John Lanning at Winchester.

Neil Hebberts or Ashley Harper at Birmingham.

Nigel Franklin or Julian Barrett at Southend.

Ben Furr at Cambridge.

Should they not be available then report to any Partner. That person will decide whether or not to evacuate the building to a pre-determined assembly area and **INFORM THE POLICE - DIAL 999.**

The person authorising the evacuation should ensure that the Police and Fire Brigade are called immediately and advised of the situation.

The evacuation of the building should follow the arrangements contained in “Fire and Emergency Procedures” except that the assembly point must change to one further away from the building and out of sight of the building as follows:

13.2 Orpington (St John’s House)

Approximately 400 yards along Knoll Rise (away from the High Street) turn left into Mayfield Avenue, which is the turning before St John’s Church, gather on the grass verge, check your personnel and visitors.

13.3 London (King’s Head Yard)

In the event of this situation occurring in the London office, the Police would direct personnel. However, in their absence, follow the same route for fire evacuation and continue through the archway and follow the roadway further by the large tree in front of the University of the South Bank building.

13.4 Birmingham (Hagley Road)

Turn left from the front of the building onto Hagley Road and turn left again into Westfield Road. Gather on the pavement; check your personnel and visitors.

13.5 Winchester (Wessex Business Park)

Turn left from the front of the building onto Wessex Way. Proceed along Wessex Way and gather at the junction of Elder Green adjacent to the Environmental Agency office. Check your personnel and visitors.

13.6 Southend (The Maltings)

Leave the office utilising the emergency exit routes and assemble on the far side of the Council car park, adjacent to Back Lane.

13.7 Cambridge (Station Road)

There are two staircases located at opposing ends of the building. The main staircase discharges via a short passage to the front building out through the main entrance on to Station Road. An alternative exist can be made via the rear door in the car park located beneath the building. This main staircase runs from the plant rooms at room level down to the ground floor reception.

The secondary staircase core services all four floors above ground and discharges into the covered car park of Jupiter House.

The means of escape for the basement plant rooms is via the entrance staircase up to car park level. Alternatively escape can be made from the basement plant rooms via a vertical ladder and hatch to the car park. This hatch is located opposite the alternative floor from the foyer in the car park.

The magnetic locks on escape doors are released on activation of the fire alarm.

13.8 Letter Bombs

It is likely that those persons responsible for opening post will be most at risk from this matter, however, all personnel who open mail should be alert.

There are a number of indications to alert you to the possibility that a letter or package is an explosive device:

- Grease marks on the envelope or wrapping.
- An odour of Marzipan or Almonds.
- Visible wiring or tin foil.
- May feel heavy for its size.
- Weight distribution may be uneven, contents may be rigid in a flexible envelope.
- Excessive wrapping.
- Poor handwriting, spelling or typing.
- Too many stamps for the weight of the package.
- It may have been posted somewhere other than Great Britain.
- It may have been delivered by hand from an unknown source.

If you suspect a letter or package may be an explosive device it should be immediately and gently put down and the immediate area evacuated.

- Do not poke or interfere with it.
- Do not place it in water or sand.
- Do not place the package in anything or place anything on top of it.

The person discovering the package should then immediately refer the matter to the relevant Partner for that Office.

If that person cannot account for the package they will authorise the evacuation of the whole building as described in “Fire Procedures” and ensure that the Police and Fire Brigade are called.

13.9 Disabled Persons Evacuation

It is advised that any person, visiting or working in the building that have a disability that may affect their ability to evacuate the premises quickly and safely, is assigned one or more ‘Buddies’ or ‘Carers’.

It is the responsibility of each Tenant to ensure the Site Facilities Manager is furnished with the name of the disabled person and their 'Buddy'.

If the disabled person is wheelchair bound, because the building is not particularly high, it is recommended by the Fire Brigade that the person should be assisted or carried down the Fire Escape staircase.

If a wheelchair user is engaged or there are regular visitors/guests it is suggested that the Tenant purchase an 'Evacuation Chair' to help speed the escape.

13.10 Water Leaks

In the case of major water leaks, where flooding is likely to affect other floors, inform the Site Facilities Manager immediately.

13.11 Major Building Defects

Where major building defects are observed which could lead to danger affecting other individuals, these must be reported immediately to the Site Facilities Manager for remedial actions.

13.12 Gas Leak Emergency

In the event of a gas leak or if you smell gas, open all doors and windows, do not smoke. If possible, turn off the gas supply for the area.

Extinguish any naked lights and cut off any other possible sources of ignition.

Do not switch on or off any electrical appliances, including lights, as this may cause a spark and possible explosion.

DO NOT USE THE FIRE ALARM for the same reason.

Call **TRANSCO** immediately on **0800 111 999** from a telephone well outside of the gas escape area or inform Security/Site Facilities Manager and they will make the call from a safe distance. TRANSCO will advise on the next steps.

If TRANSCO recommend a **Full Building Evacuation**, the Site Facilities Manager) and any Fire Marshal available will physically visit every Floor with evacuation instructions.

The Fire Alarm cannot be used because of gas ignition possibilities.

Once each floor is aware of the evacuation, **the evacuation procedure is the same as for a bomb.**

DO NOT USE THE LIFTS as they may also ignite the gas.

14 FIRST AID AT WORK

To comply with the Health and Safety (First Aid) Regulations 1981 & Amendments, calfordseaden, where appropriate, will provide facilities for treating cases of injury or illness at work.

The persons appointed to provide these services are:-

- | | |
|-------------------|--|
| Orpington office | - Steve Jones, Angela Forbes and Andrew Shearman are the "First Aiders". |
| London Office | - Debbie Greenslade is the "First Aider" |
| Birmingham Office | - Lindsey Wager and Paul Mills is the "First Aider" |
| Winchester Office | - Annabel Hale is the "First Aiders" |
| Southend Office | - Philip Mann |
| Cambridge Office | - Ben Furr |

calfordseaden will ensure that First Aiders hold valid certificates following regular training by an approved body.

If an ambulance is required, request the receptionist to call the service immediately.

Do not attempt to move an injured person unless they are in obvious danger of further injury.

A well-stocked and identifiable first aid container is under the control of the nominated First Aiders who will be responsible for regularly checking and re-stocking after use.

For persons requiring first aid treatment on either temporary or permanent sites, employees should report to the responsible person who will arrange for appropriate first aid. In addition, the employee's Group Leader must be contacted as soon as possible, or in their absence, a Partner/Director who will determine any further action required.

14.1 Defibrillators

Defibrillators are now at all offices apart from Cambridge.

All offices, apart from the Cambridge Office, have received a demonstration in the use of these machines which are extremely user friendly. The user will receive instructions and prompts while using. Defibrillators, once applied in position, will decide whether a shock is necessary. No training is required for their use.

15 GENERAL PROCEDURE - SITE VISITS

calfordseaden have undertaken risk assessments defining the measures to control residual risks to health and safety. The following procedure should be followed by all technical staff visiting temporary and permanent workplaces. Reference to the out of 'office risk assessment' should be made before visiting external sites/facilities.

15.1 Construction Sites

Only enter site through designated entrance routes.

All personnel are to wear appropriate personal protective equipment provided by calfordseaden which meets with the requirements of the contractors site rules. All personnel are to report their arrival and departure to the site manager, and sign the visitors book if available.

No personnel shall visit sites out of normal working hours.

When visiting site, all personnel are to receive site induction given by the Principal Contractor on issues such as site rules, emergency procedures, welfare facilities, hazardous materials/ activities, etcetera.

Check with site manager for areas where hazardous materials are being used. Do not enter areas where hazardous operations are being undertaken.

All personnel are to comply with safety signs and instructions from competent persons when visiting construction sites.

Taking account of the potential slip, trip or fall hazards on construction sites, it is important that all technical staff stand still when taking notes, pause on threshold of each new area to make initial inspections of hazards and tread carefully checking ground ahead.

On sites where Contractors are registered under the Construction Skills Certification Scheme (CSCS), staff are to report to the Site Manager and request to be admitted to site as an "Occasional Visitor" and are to receive site induction.

If you become aware of or suspect the presence of any hazardous substance or operation whilst on site, you should report the hazard to the site manager/controller and instruct him to take all necessary action immediately to remove the hazard. You are not to continue with your site visit unless you are completely satisfied it is safe to do so.

Do not enter demolition safety/exclusion zones unless accompanied with, or with the agreement of, the competent person in charge of the operation.

If entering partly demolished structures, only enter if the structure is stable, adequately braced and not overloaded. Beware of fragile surfaces, unprotected voids, etcetera. Only enter areas which are adequately lit. With the consent of the competent person in charge of the operation. Before climbing scaffolds/ladders, verify that Statutory Inspections have been undertaken by checking the Inspection Register, or reviewing staff tag if used.

Before accessing scaffolds, check all standards, ledges, bracing, ties are in place. Do not access partially completed scaffolds or any scaffold where toe boards and main/intermediate guard rails are not in place. Only use working platforms if they are fully boarded.

Before using ladders to scaffolds, check they are secured to prevent them slipping sideways or outwards, they rise 1.05m above landing place, they are at the correct angle (75°) and are in good condition, etcetera.

Never enter an excavation unless it has been inspected by a competent person at the start of every shift. Check the excavation inspection register, DO NOT ENTER with ensuring appropriate control measures are in place as demonstrated in the risk assessment.

Unless it is suitably shored or battered back and there is a sufficiently long and secured ladder and it is verified that it is safe to enter.

Do not enter if materials, spoil or plant are stored or passing near the excavation edge which could result in excavation collapse.

When moving around sites, wherever practicable, use separate pedestrian and vehicle access points and routes. (There is a statutory requirement imposed on the Principal Contractor to provide this).

Beware of speeding and reversing vehicles moving around the site.

15.2 Surveying/Inspecting Vacant Buildings

Wherever practicable, establish the condition of the structure before visiting the site by viewing Health and Safety Files, previous surveys, asbestos registers and management plans, etcetera. Refer to Risk Assessment forms O2_O3_F04 and F05. Asbestos registers must be reviewed before commencing activity.

Take account of the 'Working Alone' section within the Health and Safety Policy and ensure the office is aware of your whereabouts and expected time of return. It is important that you advise the office when you have left the vacant building. Lone working in a hazardous environment should be avoided.

Undertake an external inspection of the structure before entering, check roof ridge, major cracks, missing masonry, roof timbers, fire damage, etcetera. Make an initial tour to familiarise oneself with layouts, exits and potential hazards. Be aware of missing floorboards, rotten floors, exposed manholes and unprotected voids. Tread carefully, checking ground ahead, stand still when taking notes. Pause at the threshold of each new room to make initial inspection for hazards. Never make notes whilst "on the move". Do not proceed if in doubt.

Beware of fragile roof/materials and dirt covered roof lights.

Establish if services are live or have been terminated prior to entering the structure.

To avoid injury and infection through cuts and skin puncture, wear the appropriate personal protective equipment issued by calfordseaden. Avoid touching and never feel in blind crevices.

If there are unauthorised occupants within the structure, briefly explain your presence; do not attempt to get them to leave. Leave immediately and report intrusion.

Where there is inadequate lighting within the structure, wherever practicable, open or remove shutters if safe to do so, use torch, and for detailed surveys, arrange for temporary lighting. When working alone in vacant structures, ensure that you advise the office of your whereabouts before leaving, take a mobile phone, if available, torch and "travelling" first aid kit, and phone/report in at the end of the survey.

When inspecting lofts, or carrying out inspections at heights, only use ladders that have been supplied by the employer for use and are appropriate to the situation.

Always inspect the ladder before use. Do not use if defective and never make alterations.

Ensure the ladder is secured against slipping. All ladders must be secured near the top.

Always extend ladder a distance of 1.05m (5 rungs) above any landing place.

Conduct risk assessment and apply appropriate controls for confined space working, before entering any confined spaces, e.g., basements, cellars, etcetera, establish the previous usage of the site and if hazardous substances/materials have been stored within. If in doubt, do not enter until testing for toxic gases, flammable atmospheres, oxygen deficiency has been undertaken. Do not enter unless safe and trained to do so, and appropriate control measures have been applied.

16 HEALTH AND SAFETY AT WORK ACT 1974 - LIFT POLICY LIFTING OPERATIONS AND LIFTING EQUIPMENT REGULATIONS 1998

16.1 Maintenance/Service/Testing

Maintenance, servicing and testing of lifts in accordance with manufacturers', insurance and legislative requirements at premises under our control shall be arranged with qualified lift engineers under a Maintenance Contract.

16.2 Passenger Trapped

Procedures to be adopted if lift disabled and passengers trapped in lift:-

- Passengers, when trapped in lift, should immediately sound the lift alarm which, in some cases, is connected directly to lift engineers or will sound locally to alert of lift failure.
- Anyone alone in the building should not under any circumstances use the lift during evenings/ weekends.
- Lift maintenance engineers to be notified immediately of lift failure and that passenger(s) are trapped by lift failure within lift car.
- Lift to be disabled by trained calfordseaden personnel and not to be reconnected other than by lift maintenance engineers.
- Where lifts are disabled between floors, no attempt should be made to release passengers, however passengers must be reassured that engineers have been called and comforted if panicked.

16.3 Disabling the Lift

Designated staff at offices where lifts are installed will undertake training relating to disabling lifts. Retraining will be provided annually and certificated by the Lift Maintenance Company.

The persons designated to disable lifts are:-

Orpington Office:	Paul Miller and Dilip Patel
London Office:	Debbie Greenslade
Winchester Office:	Sue Morris and John Lanning

- Keys for disabling the lifts are to be labelled and retained in the key cupboard in reception of each office.

17 HEALTH AND SAFETY (CONSULTATION WITH EMPLOYEES) REGULATIONS 2009

These Regulations have been introduced to ensure all personnel who are not represented by the Safety Representatives and Safety Committees Regulations 1977 are consulted by calfordseaden on matters relating to their health and safety at work.

calfordseaden will consult with all personnel either directly or via representatives nominated by the employees. Formal consultation will take place via the safety committee which will meet quarterly to seek opinions and report to the management committee.

The consultation with all personnel will cover the following issues:-

- Introduction of any measure that may affect the individual's health and safety.
- Arrangements for nominating competent persons.
- Health and safety information required under this and other Regulations.
- Planning and organisation of health and safety training.
- The health and safety consequences of new technologies in the workplace.
- Industry best practice and innovative techniques.

18 HEALTH AND SAFETY INFORMATION

The HSE approved poster containing information on health, safety and welfare legislation and details of the local HSE offices and is positioned at the following office locations:-

Orpington:	First Floor	-	Workroom
London:	Second Floor	-	Tea Point Wall
Birmingham:	Ground Floor	-	Workroom/Drawing Office
Winchester:	Ground Floor	-	Opposite Board Room
Southend on Sea:	First Floor	-	Tea Point Wall Photocopier Wall in Main Office

19 MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS 1999 - RISK ASSESSMENTS. (MANAGEMENT OF CHANGE).

calfordseaden will carry out suitable and sufficient assessments of the risks to the health and safety of employees to which they are exposed while at work, and the risks to health and safety of persons not in their employment arising out of or in connection with our undertaking. The significant risks will be recorded within plexus polices as 'risk assessments' as appendices to this safety management system and are available to all via the intranet. These will be provided to contractors visiting our facilities enabling them to consider these risks in conjunction with their activities.

Each assessment will identify the hazards associated with each working activity, assess the significant risks to health and safety and highlight the controls to be implemented to eliminate or control the risks and hazards identified.

calfordseaden define a hazard as a "source, situation or act with a potential for harm in terms of human injury or ill health, or a combination of these." Risk is defined as the "combination of the likelihood of an occurrence of a hazard event or exposure and the severity of injury or ill health that may be caused by the event or exposure." Risk assessment is defined as the "process of evaluating the risks arising from a hazard, taking into account the adequacy of any existing controls, and deciding whether or not the risk is acceptable." Risk Assessments will be reviewed and updated in accordance with the legislation and best practice, or significant change. e.g. revised methods of working.

When determining controls, or considering changes to existing controls, consideration shall be given to reducing the risks according to the following hierarchy:

- a) elimination;
- b) substitution;
- c) engineering controls;
- d) signage/warnings and/or administrative controls;
- e) personal protective equipment.

The Partner/Director responsible for health and safety will ensure that the Group Leader brings to the attention of all personnel the necessary precautions detailed in the written Risk Assessment (which are available to all via the intranet within plexus).

calfordseaden hazard identification and risk assessment shall take into account:

1. Changes or proposed changes in the organisation, its activities or services and/or modifications to the OH&S management system, including temporary changes, and the impacts on operations, processes and activities.

2. Identification of the OH&S hazards and risks associated with changes in the organisation, the OH&S management system or its activities, prior to the introduction of such changes. All that all changes are challenged and sanctioned by the management team before implementation.

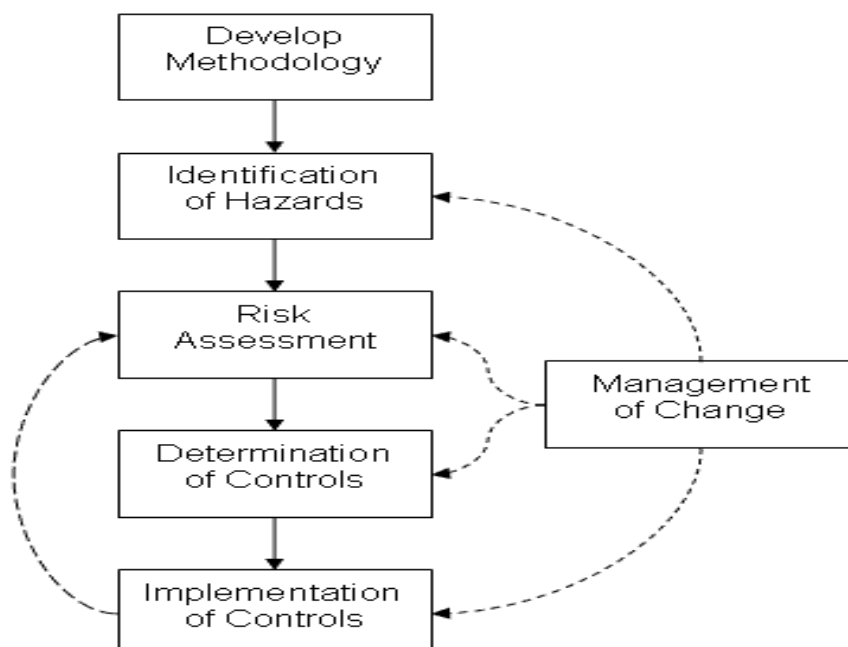
The Management Team with the support of the Director Responsible for Safety will ensure:-

- Identification of the hazards associated with “change”.
- Assessment of the risks associated with “change”.
- Consideration of OH&S hazards and risks *prior to* the introduction of the “change”.
- Implementation of the controls needed to address the hazards and risks associated with the “change”.

The management team consider the management of change fundamental to the successful application of this management system and will address the areas detailed below with the support of the Director responsible for safety and the competent advisors:-

- Organisational changes (e.g. personnel or staffing changes).
- Activity changes (e.g. changes to processes, equipment, infrastructure, software).
- Material changes (e.g. new chemicals, packaging).
- Changes to the OH&S management system (e.g. procedures).

Overall, calfordseaden’s risk assessment process can be visualized as set out below:



In the process of prioritising where action is needed calfordseaden, will use a 5 x 5 risk assessment matrix to determine risk levels. To help analyse risks, numerical scores are assigned to descriptions as outlined below:-

		Severity				
		1	2	3	4	5
Likelihood		Slight Injury / Health Affect Slight	Minor Injury / Health Affect Minor	Moderate Injury / Health Affect Localised	Major Injury / Health Affect Major	Fatality
		Environmental Impact Slight Impact on Quality of Work	Environmental Impact Minor Impact on Quality of Work	Environmental Impact Moderate Impact on Quality of Work	Environmental Impact Major Impact on Quality of Work	Massive Environmental Impact Massive Impact on Quality of Work
1	Remote	1	2	3	4	5
2	Unlikely	2	4	6	8	10
3	Possible	3	6	9	12	15
4	Likely	4	8	12	16	20
5	Certain	5	10	15	20	25
(Risk (R) is defined as the consequence / severity (S) of an event multiplied by the frequency / likelihood (L) of its occurrence: so R = (S x L).						
Action to be Taken on Completion of Risk Scoring						
		Acceptable risk. No further action or additional controls are required. Existing controls should be monitored				
		Risks need review and efforts made to reduce them. Costs of controls to be weighed against the likelihood of harm / damage / liability				
		Risks not adequately controlled and urgent action needed. Suspend activity immediately if work in progress. Significant resources may have to be allocated to reduce the risk				

20 MANUAL HANDLING

In accordance with the Manual Handling Operations Regulations 1992 and Amendments, calfordseaden shall, so far as is reasonably practicable, avoid the need for all personnel to undertake manual handling operations that involve a risk of injury.

Where this is not reasonably practicable, suitable and sufficient Risk Assessments will be undertaken, taking account of the factors in the Schedule to the Regulations (see users\shared\present\policies directory). Where necessary, training will be provided by the Companies and will incorporate the following general rules for safe lifting:-

- Always establish the weight or test the weight of an object before lifting.
- Always establish the centre of gravity of the object before lifting.
- Where mechanical lifting aids such as trolleys are provided, they should be used.

- Seek assistance if too heavy. Where it is necessary to use hands for the carriage of any object through doorways, either seek help or secure the door open. Remember that fire doors must be closed immediately afterwards.
- When moving computers, printers and similar equipment, ensure they are placed on a firm surface and disconnected from the mains prior to moving.
- Always check the environment where the object is to be positioned, ensuring that all access routes are clear.
- Following a return to work after childbirth manual handling activities are to be avoided for a three month period.

The following should occur the moment the force is exerted on the load:-

- Position the feet correctly. The feet should be placed hip width apart to provide a large base. One foot should be put forward and to the side of the object which gives better balance.
- Bend the knees and crouch to the load. The weight will then be safely taken down the spine and strong leg muscles will do the work.
- Get a firm grip. Do not use fingertips only as this can produce excessive tension in the forearms and possible loss of grip.
- Extend the neck upwards by tucking in the chin. This would automatically straighten the back as the load is taken. This does not mean in a vertical position, but inclined at an angle of approximately 15°.
- Keep the arms close to the body. This reduces muscle fatigue in the arms and shoulders and the effort required by the arms.
- Use the leg muscles. Lifting should utilise the strong thigh muscles. Lifting should proceed by straightening legs, lifting in one smooth and progressive movement from floor to carrying position.

21 MOBILE TELEPHONES

calfordseaden wishes to make it clear to the Members and employees that he/she, whilst engaged on calfordseaden's business, should not make or receive calls using a hand held mobile telephone whilst driving and if anyone has a hands free unit fitted to his/her car, then use of the mobile telephone whilst driving should only be in accordance with the Highway Code. calfordseaden's advice to Members and Employees is that they should pull over and switch off the engine if they wish to use a mobile telephone.

22 NEW AND EXPECTANT MOTHERS

calfordseaden will carry out suitable and sufficient assessments of the risks to the health and safety of new and expectant mothers in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999 (see above).

calfordseaden will take all reasonable steps to avoid a risk, but where this is not practicable, changes will be made to the working conditions or hours of the new or expectant mother provided that notice, in writing, has been given by the individual that they are pregnant, have given birth within the last six months, or are breastfeeding.

23 YOUNG PERSONS

If a 'young person' (someone who has reached the age of 16 but not attained the age of 18) is engaged, either on a temporary or permanent basis must have a Young Persons risk assessment carried out by a competent person.

If any Group have made arrangements for a young person to work at any of our offices, a member of Group 40 will need to be contacted for a specific risk assessment to be carried out.

24 PERSONAL PROTECTIVE EQUIPMENT

calfordseaden will provide personal protective equipment when the risks presented by the work activity cannot be adequately controlled by other means. It is the intention of calfordseaden to ensure, through the proper use of this equipment, that any risks are reduced to a minimum. As a minimum, calfordseaden will provide each employee required to visit a construction site, head protection, safety footwear and high visibility jackets and suitable training in its proper use.

We expect all personnel to comply with client / contractors request for additional PPE to meet the requirements of their sites rule e.g. gloves and protective eye wear. These are to be provided by the practice in such circumstances, if unavailable on site.

Whenever practicable, technical members of staff are to reschedule work to avoid being exposed to extremes of cold/wet weather. calfordseaden will provide Clerks of Works with high visibility, all weather jackets and instruction on their use.

Each person shall take all reasonable steps to ensure that it is available for use at all times.

To ensure the use of PPE is effective, the following procedures should be observed:-

- Only use PPE in accordance with the Risk Assessment control measures and manufacturer's instructions and for the activities which they are designed to provide protection.
- Only use PPE if fully trained in its use.
- Store, clean, repair and maintain PPE frequently. Draw to calfordseaden's attention, any items which have been damaged or are no longer serviceable.
- All personnel are required to wear head protection on all construction sites and wherever there is a risk of a head injury.
- All personnel must take reasonable care of the head protection provided and report to calfordseaden, any loss or obvious defect, as soon as possible.
- When travelling to and from sites, wherever practicable, head protection should be kept out of direct sunlight.
- If you forget to take head protection on site with you, ensure that you obtain one from the Principal Contractor immediately you enter the site.
- Safety helmets which are damaged, have received a heavy blow, have parts missing or have been in use for more than three years, must be replaced. Certain helmets have an indefinite life span and need not be replaced in this period.

25 TRAINING

calfordseaden will provide such information, instruction and training to ensure the health and safety at work of all employees. Training will be provided in accordance with relevant health and safety legislation, Risk Assessments and when employees are exposed to new or increased risks to health and safety.

In order to secure the health and safety of all personnel, calfordseaden will provide Health and Safety induction training to all new personnel.

Induction training will be undertaken by the Group Leader in the first week of engagement so that personnel are familiar with basic procedures relating to the workplace.

Induction training will contain, inter alia, the following components:-

- a) Company Health and Safety Policy.
- b) Accident reporting procedure/first aid.
- c) Fire and emergency procedures.

- d) Introduction to relevant safety legislation.
- e) Site safety rules and safety procedures.
- f) Procedure for site visits - technical employees only.

26 WORK EQUIPMENT

26.1 Computers, Photocopiers, Franking and Weighing Machines, Binding Machines, Facsimile Machines, Printers, Mobile Phone Chargers, Etcetera.

calfordseaden will instruct all personnel in the operation of any piece of work equipment they are required to use.

Always stop the machine and switch off the power before removing or fitting any accessory. Replace any safety guards before re-starting. Where necessary, the appropriate personal protective equipment will be provided that are to be used.

- Report all electrical or mechanical faults to the Group Leader. Never attempt emergency repairs.
- Do not place articles on machines which are likely to restrict ventilation.
- Do not by-pass cut outs or machine guarding systems, they are for personal protection.
- Keep loose clothing secured, ensure that ties, necklaces, bracelets or similar are secured.
- Walk with care in the vicinity of a machine and beware of loose cables or other obstructions.
- When completing a process, switch off the power. If a power failure occurs, switch off until power is restored.

All staff provided with a mobile phone will be issued with the corresponding charger and must follow the below instructions. Staff bringing their personal phone chargers to the office must also comply.

- Only use genuine phone chargers provided by the mobile phone manufacturer.
- Ensure the charger is made available for PAT testing each year.
- Regularly check your charger and the lead for defects.
- If you find any defects in the plug or the lead, switch the charger off and remove from use.
- Do not use a defective charger.

26.2 Cutting Tools

All cutting tools such as knives, scissors, precision cutters and guillotines can be dangerous if incorrectly used. All personnel are only to use this equipment when they have received the necessary instruction on its proper use.

When using knives, cut away from the body. Offer the handle when passing to someone else

27 WORKING ALONE

Working alone is defined as working in workplaces where there is no other person immediately available to provide emergency assistance, e.g. derelict or empty buildings.

calfordseaden will ensure, so far as is reasonably practicable, that all personnel required to work alone are protected from risks to health and safety. The Company recognises that there may be an increased risk to the health and safety of its employees whilst working alone. For this reason, this guidance sets out calfordseaden's approach in both identifying these risks and adequately managing them.

Personnel required to work alone shall comply with the following measures:-

- No person shall leave the office until they have completed the Site Visit Diary, including estimated time of return.
- Take a mobile phone, to summon help and assistance in the event of emergency.
- Take the "travelling" first aid kit, if available, to administer minor first aid.
- When surveying derelict/empty buildings, employees must phone the office to advise they have left the premises.
- 'Buddy' arrangements are to be in place with a designated and trusted colleague. It is recommended that communication occurs at least at one hour intervals.

For the purposes of this Policy, a lone worker is an individual who spends some or all of their working hours working alone. This may occur (1) during normal working hours at an isolated location within the normal workplace, (2) at a Client's premises and (3) when working outside normal business hours. These are deemed to be from between 8.30 a.m. to 5.30 p.m. or when the office reception is operated.

The following factors are to be considered:

- *Risk of violence.* All jobs involving an element of lone working will be assessed for a risk of verbal threats, or violence. The priority will be those involving face-to-face dealings with members of the public and/or cash handling;
- *Plant and equipment.* The plant and equipment used by lone workers will be assessed to ensure that it is suitable for use by one person;
- *Work at height.* If work at height is involved, both the work and the means of access will be assessed;
- *Chemicals.* Any existing or planned use of chemicals will be considered with regards to their suitability for use by those working alone;
- Stability of structures / premises to be entered and general site conditions. E.g. slip, trips and potential falls, uneven surfaces or unknown / undeterminable conditions.
- *The worker.* The medical fitness of each worker to continue working alone will also be assessed. Any concerns will be referred to their GP; and
- *Access and egress.* Some lone working may require access to locations that are difficult to access or exit. Where this is the case, an assessment will consider whether this type of task is suitable to be carried out by only one person;

27.1 Control Measures

In order to manage the risks identified, calfordseaden has introduced the following control measures:

- *Communication.* Checks of site-based workers will be made every hour. Off-site staff will be expected to call in every hour when 'working alone';
- *Emergency procedures.* In the event that a lone worker falls ill or into difficulties, they are to use the mobile phone.
- Do not under any circumstances enter premises as a lone worker where you consider there could be a personal risk to you safety.

27.2 Unacceptable Lone Working

The following activities are not to be carried out by lone workers under any circumstances:

- Any medium – high risk activities, including
 - Working with heavy plant and equipment
 - Confined space activities

- Work in excavations
- Work with dangerous substances
- Entering premises with occupiers / tenants who are considered to be a threat to personal safety.

27.3 Staff Working Alone in calfordseaden Offices

The following procedures are to be followed by calfordseaden staff working alone after office hours (deemed to be outside 8.30am and 5.30pm weekdays) or at weekends:-

- Inform Group Leader in advance of their intention to work out of hours in the office. In the absence of the Group Leader, another Group Leader.
- Inform Group Leader by phone/ text/email that they are working out of hours. In the absence of the Group Leader, another Group Leader.
- Do not use the lift.
- Ensure their mobile phone is with them at all times whilst working alone.
- Inform Group Leader/another Group Leader by phone/text/email when they have left the building.

27.4 Training

Where necessary, all lone workers will be fully trained in the safe working practices to be adopted in order to carry out their tasks safely. This will apply to all personnel and other workers where applicable, such as agency staff and contractors.

It is the responsibility of individual Group Leaders to monitor the tasks being carried out by group members. If the nature of the tasks change in any way, the Group Leader must ensure that the risk is sufficiently considered. They also need to ensure that any lone worker follows good working practices and safe systems of work.

27.5 Driving/Occupational Road Risk (Private and Company Vehicles)

calfordseaden recognises that in addition to the provision and use of company cars, the use of private vehicles on its business classifies the vehicle as a piece of work equipment.

The Practice therefore has a duty to ensure that employees keep both private and company vehicles in a roadworthy condition in accordance with the Road Traffic Act. All drivers are to reference the company's drivers hand book contained with employees manual.

calfordseaden consider that as work-related road traffic accidents are a significant cause of preventable death and injury, we wish to ensure that our people should be protected from the hazards of driving whilst at work.

All drivers are required to drive in a safe and considerate manner, obeying all applicable road

safety legislation and with respect for other road users. Company vehicle drivers are to be aware of the requirements as detailed in the Drivers' Handbook

The Practice requires evidence to show that all drivers hold a current, full licence for the class of vehicle they drive. Evidence of suitable insurance will be required for all privately owned vehicles used for Company business (i.e. rechargeable mileage).

All drivers are required to advise the practice of the following:-

- all endorsements or disqualification to their driving licence
- any change of privately owned vehicle used and recharged for Company business, and
- any change to insurance conditions or any refusal to provide insurance cover and the reasons for this as soon as practicable after the penalty is imposed or any change occurs.

All drivers must notify the Practice Manager (in confidence) immediately they are aware of any medical condition that may affect their ability to drive safely. Any person who has had an epileptic event must surrender their driving licence immediately to the DVLA for one year. They must provide to the Practice Manager a copy of their replacement licence when this is received and when they have been cleared to resume driving by a suitable medical professional.

calfordseaden reserves the right not to allow any member of staff to drive on the Company's business on the basis of their insurance record, endorsements and/or medical condition.

Drivers are responsible for the safety of themselves, for any passengers and for loads carried in the vehicle and for ensuring the vehicle is safe to use (including hired vehicles).

Seat belts must be installed for the driver's and all passengers' seats and worn at all times when the vehicle is moving.

Passengers can only be carried in accordance with the vehicle manufacturer's design specification – a seat for everyone and only one person per seat.

Drivers must only use mobile 'phones in accordance with UK legislation.

Breaks should be taken every two hours when driving, especially on long distance trips, to ensure drivers do not suffer fatigue.

Wherever possible, driving should be shared on journeys over two hour's duration.

All drivers are required to plan their journeys to avoid travel in adverse weather and/or for excessive hours. Breaks must be planned and taken on the basis of lasting at least twenty minutes every two hours. If necessary, drivers may require to stay overnight at the company's expense to avoid the risk of fatigue. This is to be individually planned and agreed with the group leader before seeking accommodation (Only in a genuine emergency should accommodation be booked without consent, having previously attempted to contact a group leader / partner to discuss the emergency)

A maximum distance of 500km (400 miles) should be driven in a normal working day. Travel plus working time should not exceed 16 hours and ideally 14 hours per day. These figures should be reduced wherever possible and specifically during poor weather, darkness or if likely to continue

for extended periods. Early starts and late finishes must be included in the journey plan and the total hours that are to be travelled and worked in each day.

28 WORKING TIME REGULATIONS 1998 & AMENDMENTS

calfordseaden will ensure the requirements of the Working Time Regulations 1998 and Amendments are fully implemented where appropriate to its business.

29 WORKPLACE (HEALTH, SAFETY AND WELFARE) REGULATIONS 1992 & AMENDMENTS

calfordseaden will ensure compliance with the Workplace (Health, Safety and Welfare) Regulations 1992 and Amendments for workplaces under their control.

calfordseaden will also aim to ensure that workplaces meet the health, safety and welfare needs of each member of the workforce and other persons entering the workplace which may include people with disabilities and, in particular, will ensure:-

- The workplace and equipment is maintained in an efficient state/working order and in good repair.
- Enclosed workplaces are ventilated with sufficient quantity of fresh or purified air.
- Reasonable temperature in all workplaces during working hours.
- Suitable and sufficient lighting.
- The workplace, including furniture and fittings is kept sufficiently clean.
- Room dimensions, work stations, traffic routes, glazing and seating shall be suitable and sufficiently organised for purposes of health, safety and welfare of all persons at work.
- Suitable and sufficient sanitary conveniences, washing facilities, accommodation for clothing and drinking water shall be provided.
- Suitable and effective measures have been taken to prevent persons falling a distance likely to cause injury.
- Fixed safety equipment will be regularly inspected and tested e.g. fire extinguisher and first aid equipment.

LINKS TO RISK ASSESSMENTS

These risk assessments are now held in Plexus IMS Forms Document Pool:

- [02_03_F03 - Risk Assessments Form for Construction Sites](#)
- [02_03_F04 - Risk Assessment Form for Empty/ Derelict Buildings](#)
- [02_03_F05 - Risk Assessment Form for Occupied/ Tenanted Premises](#)
- [02_03_F06 - Risk Assessment Form for Office Activities](#)
- [02_03_F07 - Risk Assessment for Personal Protection \(Outdoor Clothing\)](#)
- [02_03_F11 - Risk Assessment for New and Expectant Mothers](#)
- [Drivers' Handbook](#)