



**greenwillows
associates ltd**

Health and Safety Policy Statement

Table of Amendments and Updates		
Version	Date	Detail
10	01.07.2025	Issue of first completely revamped version to amalgamate standalone policies into the arrangements of a single standalone policy. Written by Chris Cooper-Abbs (Arb Matters) and amended by GWA with guidance from Arb Matters.
10.1	01.06.2026	General overview

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Section One - General Policy Statement

It is the policy of Greenwillows Associates Limited (GWA 'the company') to foster a positive health and safety culture throughout the company because we believe that high standards of health and safety are a moral and commercial pre-requisite.

The company recognises and accepts its responsibility as an employer for providing and maintaining a safe and healthy workplace and working environment, so far as is reasonably practicable, for all its members of staff and to provide such information, training and supervision for members of staff as they need for the purpose. GWA also understands its responsibility for the health and safety of other people who may be affected by the activities of GWA including subcontractors and visitors to the offices.


The company is committed to:

- Ensure the prevention of injury and ill health, including mental ill health, to members of staff and others who may be affected by our activities, as far as is reasonably practicable.
- Conduct and record risk assessments and write method statements throughout the business to devise suitable and sufficient safe systems of work for potentially hazardous operations and, where other reasonably practicable measures fall short, to provide appropriate protective clothing, equipment and devices
- Ensure the safety of workers and members of the public and the minimisation of risks to health in all activities GWA undertakes and all equipment/machinery used as far as is reasonably practicable.
- Ensure persons are given adequate information about the risks of their work and the work of others and are given proper instruction for safe working, with adequate supervision where appropriate.
- Assess and improve the health and safety of the working environment on a continual basis.
- Promote the co-operation of the members of staff in health and safety matters and to promote a positive consultative approach with all members of staff.
- Minimise any possible risks to continuity of work, by applying adequate control measures to any work undertaken by GWA as far as is reasonably practicable.
- Ensure compliance with all statutory health and safety legislation.
- Review and revise this policy at regular intervals.

Implementation, Maintenance and Review

The company as the employer accepts overall responsibility for all health and safety. The employer will appoint competent persons to assist with the implementation and maintenance of health and safety policies and arrangements.

As a broad principle, this policy will be reviewed annually. Further specific detail is contained within the section titled health and safety review procedures and monitoring.

Signed by	Steve Parnwell
Position	Principal Ecologist and Managing Director
Signature	
Date	1 st June 2026
Due date for latest revision	1 st June 2027

Section Two - Levels of Responsibility

Steve Parnwell, as Managing Director is responsible for ensuring that the company safety policy is implemented and remains in practice. It is reviewed annually, and updates are incorporated as necessary throughout the year with all employees being updated.

Steve Parnwell has continuous responsibility for applying safety arrangements and procedures. They are responsible for ensuring compliance with safety arrangements and procedures by ensuring employees have proper instructions and training in the company's safety systems.

All employees regardless of position in the company have a duty imposed upon them by the Health and Safety at Work Act. This includes:

- a. Take responsible care for the health and safety of themselves or other persons who may be affected by their work.
- b. Co-operate with the company in the measures taken to safeguard health and safety at work.
- c. Report to a person in authority any defects which adversely affect health and safety at work.
- d. Be aware of the company's safety organisation and arrangements, and those statutory provisions and company safety procedures relating to their work activity.

It should be noted that disciplinary action can be taken against employees who persistently and deliberately flout the requirements placed upon them by statutory provisions and company safety rules.

All employees, at whatever level, and subcontract labour are required to take reasonable care for their own health and safety and the health and safety of any others who may be affected by anything that they do, or fail to do, in the course of their employment.

The company structure, detailing who is responsible for what, is as follows:

Responsible person	Steve Parnwell – Managing Director
1.	To seek generally to improve the record of the company in respect of health, safety and welfare matters.
2.	To review and approve the company policy relating to the health, safety and welfare at work of the company's employees and others affected by its work.
3.	To administer the company policy relating to the health, safety and welfare at work of the company's employees and others affected by its work.
4.	To advise and liaise with the external advisor on current or proposed legislation, safe working practices and any other matter relating to health and safety.
5.	To produce clear and practical guidelines and work systems for employees to follow, and to give advice and co-ordinate information exchange.
6.	To investigate accidents and liaise with the external advisor regarding recommendations to reduce the potential for further accidents or recurrence.
7.	To implement the disciplinary procedure where employees fail to discharge satisfactorily their responsibilities allocated in respect of health, safety and welfare matters.
8.	To make site visits to observe working practices.
9.	To ensure that work is planned, supervised and resourced appropriately.
10.	To set a personal example and maintain their knowledge of current industry good practice, equipment developments and current legislation by engaging in appropriate continuing professional development.
11.	To ensure that someone involved in the work has the knowledge, training and experience necessary for a full understanding of all the issues involved in the work being considered.

Competent Person	Senior Management Team and Project Managers
<ol style="list-style-type: none"> 1. To assist the employer with overseeing health and safety within the company. 2. To seek generally to improve the record of the company in respect of health, safety and welfare matters. 3. To assist the employer with reviewing the company policy relating to the health, safety and welfare at work of the company's employees and others affected by its work. 4. To assist the employer in administering the company policy relating to the health, safety and welfare at work of the company's employees and others affected by its work. 5. To assist the employer with advising and liaising with the external advisor on current or proposed legislation, safe working practices and any other matter relating to health and safety. 6. To assist the employer with producing clear and practical guidelines and work systems for employees to follow, and to give advice and co-ordinate information exchange. 7. To assist the employer when investigating accidents and liaise with the external advisor regarding recommendations to reduce the potential for further accidents or recurrence. 8. To assist the employer with implementing the disciplinary procedure where employees fail to discharge satisfactorily their responsibilities allocated in respect of health, safety and welfare matters. 9. To make site visits to observe working practices. 10. To ensure that work is planned, supervised and resourced appropriately. 11. To set a personal example and maintain their knowledge of current industry good practice, equipment developments and current legislation by engaging in appropriate continuing professional development. 12. To ensure that someone involved in the work has the knowledge, training and experience necessary for a full understanding of all the issues involved in the work being considered. 	
Proficient Operators	All staff
<ol style="list-style-type: none"> 1. To understand and implement the company health and safety policy. 2. To complete the relevant risk (and any other) assessments required before operations commence on any site and to ensure that all individuals on site are fully aware of the potential hazards. 3. Correctly and timely complete records required by management. 4. To report any special health and safety requirements for their activities to the employer in order that the company policy can be amended as appropriate. 5. To take a direct interest in all health and safety matters and to support publicly all persons carrying out the policy. 6. To set a personal example and maintain their knowledge of current industry good practice, equipment developments and current legislation by engaging in appropriate continuing professional development. 7. To be responsible to, and for reporting to, management. 8. To support and co-operate with the company always to achieve the objectives of this policy and the duties imposed on the company by the Health and Safety at Work Act and associated legislation. 9. To work within the safe systems of work specified by the employer, understanding the limitations of their proficiency and experience regarding work practices. 10. To correctly select, configure and use the appropriate plant, machinery, equipment and tools for the task in hand. 11. To inspect and maintain tools in good condition and complete necessary safety checks along with maintaining records as appropriate. 12. To report any defective plant, machinery, equipment and tools to the employer or other designated individual(s) immediately. 13. To ensure the correct return and storage of tools and equipment in use. 14. To wear safety equipment and protective clothing as appropriate to the site, task or machine. 15. To set a personal example, work safely upon their own initiative and maintain their knowledge of current industry good practice, equipment developments and current legislation by engaging in appropriate continuing professional development. 	
Arb Matters Ltd	External competent advisors providing advice and guidance as requested

Section Three - Health and Safety Arrangements and Procedures

3.1 Overview

This section outlines the health and safety arrangements and procedures that relate to all employees whilst at work. It is the responsibility of all employees to ensure that they are aware of specific workplace arrangements and to follow any procedures laid down by the company to ensure safe working. Relevant procedures are recorded in document MD081 Health and Safety Procedures.

The persistent and deliberate flouting of legislative, company and good practice requirements will be treated as a disciplinary matter. All employees are reminded that legislative breaches (Acts and Regulations) are criminal offences and may therefore be treated as such by enforcing authorities such as the police, the Health and Safety Executive and/or the local authority.

Management expects all employees to both act in a sensible way and follow instructions provided to help create a healthy and safe working environment. It should be noted that, regardless of position within the company, health and safety legislation imposes general duties on us all.

These duties include, but are not limited to:

- Taking reasonable care of our own health and safety and that of others who may be affected by our acts or omissions, e.g. wearing appropriate PPE when necessary.
- Co-operating with the employer (or any other person), so far as is necessary, to ensure the employer can comply with their statutory obligations, e.g. report hazards, attend training.
- Not interfering with or misusing anything provided to secure health and safety, e.g. removing or tampering with guards.
- Only using the equipment, material or substance provided in accordance with training and instruction.
- Working within the limits of our training and instruction with every employee informing the employer of any situation that represents a serious or immediate danger or any shortcoming in the employer's protection arrangements.

Individuals found to be unsafe may be immediately suspended from any worksite until further notice.

3.2 Access to Information

Section 4 of this policy needs to be read in conjunction with the documents available as highlighted below. Access to this information and guidance for both the employer and employees will help manage their undertakings in line with both legislative and industry requirements and strengthen the health and safety culture within the company.

The following resources shall be made available by the company:

Electronic Company library	\\H&S Info (non policy)\\H&S Guides for reference including HSE
Hard copy Company library	Books Industry Standards HSE guidance Industry guidance
Competent advice	Managers have access to industry-specific specialist health, safety, environmental and quality advice from Arb Matters Ltd
Sources of information and guidance via the web	www.hse.gov.uk - including https://www.hse.gov.uk/pubns/books/indexhsg-ref.htm www.legislation.gov.uk www.trees.org.uk
Office/workshop	The Health and Safety Law Poster

3.3 Adverse Event Reporting

All adverse events (accidents, incidents, near misses and dangerous occurrences) must be recorded via the company adverse event system outlined in MD081 Health and Safety Procedures. It is the duty of all employees and sub-contractors to report any accident (see definition) below) to the employer as soon as practicably possible yet within 8 hours of an event occurring.

Any reportable accidents, incidents, or dangerous occurrences, when applicable, will be reported to the enforcing authority by the employer as soon as reasonably practicable.

3.3.1 Definitions

An **accident** is defined as, 'any unplanned event that resulted in injury or ill health of people'.

And **incident** is defined as, 'damage or loss to property, plant, materials or the environment'.

A **near miss** is defined as, 'any event which, under slightly different circumstances, may have resulted in injury to or ill health of people or damage/loss to property, plant, materials or the environment'. For the purposes of reporting GWA reports near misses via the Incident Report form.

A **dangerous occurrence** is defined as, 'any incident that has a high potential to cause death or serious injury and is specified by the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR)'. For the purposes of reporting GWA reports dangerous occurrences via the Incident Report form.

The company will review all adverse events that occur to allow:

1. The company to learn from accidents, incidents and near misses and whether we need to change any of our company processes.
2. The company to identify where we need to focus resources, such as training and finances.
3. The company to measure our performance against our aims to reduce harm from incidents. Appropriate data collection also allows us as a company to identify potential trends or problems.
4. The correct reporting of any workplace event in line with legislative requirements, e.g. RIDDOR.

3.4 Alcohol and Drugs

For aspects relating to HR please see MD046 Employee Handbook.

It is company policy to have an alcohol- and drug-free workplace. This policy applies to all staff including sub-contractors and others working on behalf of the company.

3.5 Asbestos

In the unlikely event that any company employees or sub-contractors encounter any substance suspected to be or contain asbestos, it must be reported immediately to the employer.

All works in the area will cease until the substance has been identified and, if appropriate, made safe or removed by specialist contractors.

If there is any doubt as to whether a substance is asbestos, then it should be assumed that it is until proved otherwise.

No works will be carried out that may disturb suspect substances without a suitable asbestos survey having been done by a specialist contractor.

3.6 Behavioural Safety

A significant number of accidents are reportedly caused by inappropriate behaviour at work. We will therefore ensure to promote a culture of safe behaviour in our employees. We will review our procedures and culture to identify any risks to safe behaviours and develop action plans to minimise the risks. We will

monitor our employees and where identified provide feedback to reinforce positive and safe behaviour but also to highlight any unsafe behaviours and provide training to re-educate and refresh knowledge to ensure that the unsafe behaviours are not repeated. We will ensure our safety management systems arrangements are suitably implemented to promote safe behaviours and discourage unsafe behaviours.

Management shall be responsible for ensuring that:

- a. Measures are in place to recognise and evaluate our safety management system arrangements.
- b. Our workforce is monitored, and we provide constructive feedback on safety behaviours.
- c. We identify unsafe behaviours and provide feedback on the actions.
- d. Provide training to minimise the risks of unsafe behaviours from reoccurring.
- e. Behavioural safety is included in any accident investigations and highlight any issues.
- f. Management of behavioural safety includes all employees from directors down.
- g. Any violations due to knowledge-based behaviours are identified and extra training is provided.
- h. An internal investigation will be carried out when employees report suspected past, present or imminent wrongdoing, or an attempt to conceal wrongdoing.
- i. They act promptly on any issues found during internal investigations.
- j. The number of whistleblowing disclosures we receive, and their nature are recorded.
- k. Whistleblowing is confidential and will protect the identity of the person disclosing the information.

3.7 Certification and Competence

Where legislation or specific industry guidance requires, employees will be trained and assessed to a national competence standard.

A record of all training received, and where applicable qualifications/licences to practise achieved, will be maintained for each employee as part of the company competency matrix. This record will identify when refresher/update or up-skill training will be required in accordance with specific industry guidance or:

- a) if the risks to which employees are exposed change due to a change in their working tasks; or
- b) because new technology or equipment is introduced; or
- c) if the system of work changes.

3.8 Communication and Induction Training

The company will ensure every employee is made aware of the health and safety policy and procedures through a company induction training programme. Each employee will be made aware of and assisted in fulfilling their health and safety responsibilities through initial and ongoing consultation.

As part of the employment and induction process, all employees will be asked to complete a confidential medical declaration (MD075) so we can support your health at work.

The company will communicate changes to the health and safety policy and procedures to all employees through direct briefing.

Employees shall have access to all relevant industry safety guides and legislative information such as risk assessments, industry good practice, material safety data sheets etc., either in the office or in the workshop as appropriate.

It will be ensured that a company noticeboard will be maintained in at least one location, to which all employees have access.

3.9 Computer Screens

It will be ensured that suitable assessments are carried out for all persons who use display screen equipment. The assessments will consider the amount of time a person uses a visual display unit, their work activities, and the usability of their workstation and the general working environment.

3.10 Contractors and Sub-contractors

All contractors, sub-contractors, agency staff and consultants will be issued with a sub-contractor' agreement and this policy, which they are subject to unless they submit their own policy prior to working or the contract starting. Any alternative policy must be scrutinised and accepted by the company.

All parties as described above will be expected to complete an annual sub-contractor' questionnaire to help the company determine their suitability, competency and proficiency to carry out their role.

Where contractors or other persons are present on company premises or worksites controlled by the company, they will be informed of any known hazards and made aware of emergency action plans.

3.11 Control of Substances Hazardous to Health

The company will maintain a COSHH inventory and summary for all hazardous substances used or that employees may encounter; including plant-based biohazards e.g. Giant Hog Weed and communicable diseases e.g. Leptospirosis.

Assessments and all material safety data sheets (where applicable) of hazardous substances will be kept digitally with access to everyone. GW Ops\H&S Info (non policy)\COSHH

The company will ensure COSHH risk assessments are carried out and regularly reviewed. From the risk assessments the management will instigate the principles of good practice for the control of exposure.

COSHH assessments will also be kept at the point of substance storage or provided at locations where substances hazardous to health may be encountered.

3.12 Construction (Design & Management) Regulations (CDM)

The HSE have advised that tree planting and general horticultural work includes top soiling, grading, amelioration, planting, grassing, agricultural fencing, tree work, soft landscape maintenance and associated preparation (including excavation and site clearance but excluding site clearance of "construction work"). These works are therefore not "construction work" and the CDM Regulations 2015 do not apply to them, even if they are part of a larger project which includes "construction work". The HSE have advised that where such works are carried out as part of a larger project including "construction work" the tree planting and general horticultural work can be addressed separately.

3.12.1 Construction Sites

Where the company is working on a construction site or as part of a construction design project, it will comply fully with the requirements of the Construction (Design & Management) Regulations (CDM) as required.

Reference will be made where applicable to the 'Managing Health & Safety in Construction ACOP' (L153 revised). In addition to the company health and safety procedures, full cooperation will be given to the 'Client', 'Principal Designer' in the pre- tender / design stages and/or the 'Principal Designer/Contractor' during construction phases in providing accurate health and safety information. Where the company has the role of 'Contractor' it will fulfil its obligations in accordance with the CDM Regulations.

3.13 Consultation with Employees

The company will consult with employees on matters relating to health, safety and welfare and furnish them with the information which is deemed necessary.

Such information is to be seen on the company noticeboards as displayed in the workplace. The company encourages employees to join in with the spirit of the regulations by actively taking part in discussions with their managers.

3.14 Cooperation and Participation

GWA expects all members of staff to co-operate in promoting good H&S practice to achieve its policy aims. In this respect, members of staff are reminded of their legal responsibilities to co-operate in H&S matters, and to have regard to their own health and safety and that of others who may be affected by their acts or omissions, as far as is reasonably practicable.

Failure to comply with the provisions of the Health and Safety at Work etc. Act 1974 (HASAWA), this Health and Safety Policy, Health and Safety Procedures, other relevant health and safety policies, or safe systems of work may result in disciplinary action and/or legal proceedings.

GWA actively encourage all members of staff to participate in raising H&S standards and is receptive to suggestion for improvements.

All employees, freelance staff and sub-contractors working on behalf of GWA whilst on a survey/work site must liaise with any other contractor or client to establish a common code of practice for that particular site, to be recorded in the RAMS. In this way, good health and safety standards are maintained, with clarity about each individual's role in establishing a safe working environment.

3.15 Electrical Equipment

The company shall ensure that all fixed and portable electrical equipment is regularly inspected for both safety and structural integrity. The following timescales and actions shall apply for fixed electrical equipment:

Timescale	Action
Initial installation	The cabling is certified by an electrician following installation
5 years	The cabling shall be inspected by a qualified electrician
10 years	The cabling shall be inspected by a qualified electrician
The inspection routine shall follow the 5-yearly inspection rota until the equipment is deemed to be beyond its safe useful life expectancy.	

Portable electrical equipment:

Timescale	Action
0-24 months	The appliance is new and shall be used until the next scheduled inspection
24 months	The appliance shall be tested and inspected
48 months	The appliance shall be tested and inspected
The inspection routine shall follow the 24-month rota until it is deemed to be beyond its safe useful life expectancy.	
Every 4 years	IT equipment and other items which are seldom moved and not subject to high wear and tear shall be tested and inspected

Records of testing and examination shall be kept for reference.

3.16 Emergency Planning

Emergency details for all worksites will be recorded as part of site-specific risk assessment and/or method statements; these details will be communicated to all staff as part of the pre-work briefing.

All staff will have access to documented emergency procedures.

3.17 Environmental Considerations

We recognise that day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting good practice wherever possible.

alternatives wherever possible, throughout our operations. We will actively strive to enhance our local environment, improve the health and well-being of our local community, and reduce our carbon footprint, together with the negative impact that we have on our environment year on year.

3.18 Fatigue

The company acknowledges that the management of fatigue is crucial in ensuring effective health and safety in the workplace.

Therefore, we will identify all safety critical working activities and manage fatigue in such circumstances to ensure compliance with legal duties as a minimum.

All individuals understand that the impact of fatigue cannot be underestimated.

We know that fatigue will increase risk substantially; especially where our employees may have to work extended hours or night shifts in safety critical environments.

We will therefore take the following steps to ensure that fatigue is managed effectively in circumstances where it may impact on any employee, or our contractors.

- Consult with our employees and contractors regarding fatigue, ensuring that they are aware of fatigue and understand the associated risks.
- When planning contract work activities, we will consult our employees and contractors regarding working hours, taking account of everyone's health and where appropriate their personal circumstances.
- Ensure that where the physical environment can increase stress, appropriate controls are introduced to manage this effectively, through proactive management and supervision.
- Ensure that working hours are monitored, including travel times, overtime, on call working hours and changes that may occur as example through moving between contracts.
- Plan workload and working activities to allow for breaks and rest periods, both within the workplace and between working days. Allowing for rest breaks and ensuring that employees take such breaks, irrespective of their willingness to work longer hours.
- Ensure that where contracts require night work we discuss with our employee's arrangements for rest, taking account of sleep disturbance and the potential for 'sleep debt', where this work is intermittent or of an 'on call' nature.

All employees are encouraged to take responsibility for managing their own fatigue levels, especially where this may be influenced by factors outside the workplace. Employees are required to take all provided breaks at work and between work and ensure they advise the company of any health conditions that may increase fatigue levels.

3.19 Fire

All premises owned, leased, rented or occupied by the company for the purposes of business will comply with fire regulations. A fire risk assessment will be carried out on premises such as offices and workshops and, where identified through that process, adequate warning devices, fire extinguishers, fire exits, escape routes and fire drill procedures will be in place.

The fire risk assessment, fire procedures and evacuation plan will be prominently displayed in all premises. As part of a company vehicle pack, information is provided to employees on what to do in the event of discovering a fire and the action to take. Industry-specific guidance is also provided to employees on how to organise temporary worksites to minimise the risk from fire, e.g. safe working distances applied between fuelling location and machinery starting point.

All works vehicles will be equipped with fire extinguishers and defective equipment will be replaced immediately.

Staff at induction shall be briefed on company fire procedures, evacuation, firefighting equipment and muster points.

The company shall ensure an annual fire evacuation drill is carried out. Checks will be made on all company fire extinguishers to ensure they remain in good condition and fit for use. Records of inspection for smoke alarms and emergency lighting shall be kept.

Where applicable sufficient fire wardens shall be appointed, and they will receive regular refresher training in their duties and responsibilities.

3.20 First Aid and First Aid Kits

Individuals should not put themselves in unnecessary danger to administer first aid.

As part of the on-site pre-work briefing, employees will be informed as to the location of the first aid kit and emergency information. First aid equipment is in all vehicles, business premises and by extension on all worksites.

It will be ensured that a suitable number of employees with a minimum of an emergency first aid at work +F/+A qualification shall be present on a worksite.

All employees active on company worksites must carry a personal first aid kit. It is to contain at least one or more haemostatic dressing, when the work undertaken could require these, and a pair of plastic gloves. A larger squad type kit is to be kept at a central worksite location, that includes a tourniquet where work may require this.

All accidents or incidents requiring the use of first aid equipment must be recorded on the company adverse event form. This information allows the company to ensure materials are restocked and helps to identify patterns or trends and to ensure legislative requirements are met. All items used from a first aid kit must be restocked as soon as reasonably practicable. Anything that is low in stock must be reported.

Checks will be made on all company first aid kits to ensure they remain in good condition and fit for use.

3.21 Fitness to Work

For aspects relating to HR please see MD046 Employee Handbook.

As a company we have a duty of care to ensure that all individuals are physically and mentally fit for work while they are on our sites or undertaking activities on our behalf.

An individual's fitness for work may be impaired by a variety of factors including the adverse effects of physical and mental health conditions, level of physical fitness, physical and mental fatigue, stress or the use of alcohol and other drugs. Where it is believed that an individual may not be fit for work, then intervention is required to ensure that the risk to health or safety is managed.

Employees are responsible for carrying out their duties in such a way that health and safety is not compromised by lack of fitness for work. Employees have an obligation to:

- a. Report problems with fitness for work.
- b. Contribute to the assessment of risks.
- c. Contribute to the design and implementation of control measures and comply with such measures.
- d. Manage individual factors which affect fitness for work.
- e. Ensure they can carry out their duties in a safe manner.
- f. Seek treatment and support for health conditions affecting their fitness for work.

As a company we are committed to providing a place of work and systems of work which minimise risks arising from lack of fitness for work. We have a responsibility to take appropriate action when health, safety or work performance of employees in the workplace is impacted by factors including adverse effects of medical conditions, level of physical fitness, fatigue, stress or the use of alcohol and other drugs. In order to promote the well-being of employees, we: ask them to complete a baseline health questionnaire when they start, we provide education via access to the Employee Assist Programme with Health Assured to ensure that

employees have the knowledge and ability to manage their own fitness for work. Also, staff are encouraged to talk to communicate issues with their line managers or other appropriate colleague.

The HR Manager will support managers with the return-to-work process as required, in the recognition, management and referral for assistance of any concerns relating to fitness for work. We will ensure that employees found to be unfit for work are managed in a fair and effective manner and shall assist and encourage rehabilitation of any employee who suffers impairment of their ability to perform the work of their role.

3.22 General Work Equipment

It will be the responsibility of the employer to ensure that the company:

- Provides suitable equipment for the tasks to be completed.
- Ensures that equipment is maintained in an efficient state, in efficient working order and in good repair.
- Ensures that all equipment and plant is inspected.
- Ensures that persons who are required to use work equipment receive adequate training, information, instruction, and supervision as necessary.

The employer's duties will include an assessment of risks and implementation of preventative measures, guards etc.

It will be the responsibility of the users/operators to ensure tools are checked prior to use and are maintained in good working order. Procedures will be implemented to ensure that all plant and tools owned by the company are tested at recommended intervals.

On occasion, the company may need to hire in equipment due to either the specialised nature of the work or the quantity of work. The equipment will only be obtained from approved hire companies who supply the appropriate safety documentation and hire agreement and, where necessary, supply training to ensure all employees and/or sub-contractors are suitably trained in the use of the equipment.

3.23 Guidance and Information

All persons – employees and sub-contractors – working on behalf of the company, in whatever capacity, will be expected to abide by industry good practice, approved codes of practice, Health and Safety Executive guidelines and company procedures.

All tree work operations will where reasonably practical conform to the following:

Arboricultural and Forestry Advisory Group (AFAG) and Forest Industry Safety Accord Guides (FISA)
A copy of relevant guidance material can be found online. https://www.hse.gov.uk/treework/resources/publications.htm https://ukfisa.com/Safety/Safety-Guides
Arboricultural Association publications
Industry Code of Practice for Arboriculture: Tree Work at Height
AA Technical Guide One: Tree climbing and aerial rescue
AA Technical Guide Two: Use of tools in the tree
AA Technical Guide Three: Rigging and dismantling
AA Technical Guide Four: Use of Mobile Cranes in tree work
AA Technical Guide Five: Use of Mobile Elevating Work Platforms in tree work
Health and Safety Executive guidance
Copies of these can be found online. https://www.hse.gov.uk/pubns/

3.24 Health and Safety Review Procedures and Monitoring

The company recognises the importance of health and safety inspection and auditing as a means of assessing the effective performance of the health and safety management system.

The health and safety policy, procedures and arrangements will be amended in response to changes to legislation, good practice or following an accident or incident investigation. The employer or their representative will carry out a full review of the health and safety management system and health and safety policy annually or more frequently if there have been any significant changes e.g. new work activities, equipment or changes to legislation or arboricultural guidance.

Periodic worksite and workplace safety inspections will be coordinated by the employer, or their representative and the findings recorded. Findings will be communicated to all management levels and action points completed within a time frame specified on the audit report.

The employer will ensure that periodic inspections of the company's offices and workshops are undertaken and recorded.

Sub-contractors will be subject to an annual regime of health and safety auditing coordinated by the employer.

3.25 Health Surveillance

Each year many people become ill because of the work they do. Some suffer diseases or conditions that can mean years of pain. Businesses lose billions of pounds through sickness absence and lost production. Yet occupational ill health is preventable and many of these costs can be reduced by managers taking effective steps to control health risks at work. One of these steps is to arrange for health surveillance of employees.

There is also a legal duty under, principally the Management of Health and Safety at Work Regulations and the Control of Substances Hazardous to Health Regulations, to provide health surveillance at work.

It is our policy to:

- Carry out risk assessments under the MHSWR and any other applicable Health and Safety Regulations to decide if health surveillance is appropriate.
- Place affected employees under suitable health surveillance where the risk assessment(s) indicate that health surveillance is appropriate.
- Consult with employees and, where applicable safety representatives, over the proposed arrangements for health surveillance and for the need for affected employees to participate in these arrangements.
- Inform affected employees and, where applicable safety representatives of the health risks and of the health surveillance procedure.
- Ensure that the person carrying out the health surveillance procedure is competent to undertake the task.
- Ensure that the results of health surveillance are suitably recorded and that the records are kept readily available for inspection by any person who has a right to see them.
- Suitably action any recommendations made as result of health surveillance and if necessary, review the associated risk assessment.
- Treat an individual's health surveillance records as confidential information.
- Inform employees and, where applicable safety representatives, of the collective results of health surveillance, but ensuring that no individual is identified.
- Ensure that health surveillance records are retained for statutory retention periods.

3.26 Insurance and Licences

The company recognises both its moral and legal responsibilities to ensure regardless of how staff resources are engaged (direct employees, sub-contractors etc.), and the operational activities conducted, that adequate and appropriate insurance cover is in place.

3.27 Ladder Use

The law calls for a sensible, proportionate approach to managing risk, and ladders can be a sensible and practical option for low-risk, short-duration tasks, although they should not automatically be the first choice. The use of higher levels of fall protection, such as Mobile Elevated Work Platforms (MEWPS) or scaffolding will be used where work is at higher level, or for a longer duration.

It shall be ensured that:

- a. New ladders will be of standard BS EN131 Professional.
- b. Ladders are assigned to specific staff members for their use.
- c. Staff who use ladders to fulfil their work must have taken at least one formal, practical ladder training course and take an online refresher course annually
- d. Staff using ladders are familiar with, understand and follow the HSE Guidance Document LA455 "Safe use of Ladders and Step Ladders – a Brief Guide".
- e. Ladders are subject to pre use checks by operators and then periodic inspection by a competent person.

3.28 Lifting Operations

The company, in compliance with the Lifting Operations & Lifting Equipment Regulations (LOLER), will ensure that all lifting operations involving lifting equipment are properly planned by a competent person, appropriately supervised, and carried out in a safe manner. Only those trained and competent in lifting operations will undertake such tasks.

3.28.1 Lifting Equipment for Lifting Persons, Accessories for Lifting

In the case of lifting equipment for lifting persons and accessories, items will be individually marked and thoroughly examined by a competent person every six months.

Further to thorough examination, interim inspections will be completed and recorded. Climbing and lifting equipment shall be subject to pre use checks and only be used for the purpose it was designed for in accordance with the manufacturer's instructions.

3.28.2 Other Lifting Equipment

All other lifting equipment will be individually marked and thoroughly examined by a competent person every twelve months.

3.29 Lone Working

The company identifies that lone working is less than desirable. However, in some circumstances it cannot be reasonably avoided.

As a company we have been determined that 'lone working' refers to situations where employees, during their duties, work alone. They may be physically isolated from colleagues and without access to immediate assistance. The RAMS will indicate when lone working must not be undertaken, for example close to deep water, using machinery or working in areas with possible antisocial behaviour.

Where company work activities and tasks require employees to work alone, both the individual employee and the employer have a duty to assess and reduce the risks which lone working presents.

If an employee is working alone, we as a company are committed to ensuring that they will be safe in their task. All lone working procedures for each person/site must be agreed in advance of undertaking the activity/arriving at site and recorded on the site RAMS. See H&S Procedures. Employees have a responsibility to work in accordance with good practice and instruction in relation to any risk assessment and to inform the employer of any situation that would result in safe working being jeopardised.

Should there be no team leader on site, employees should take all reasonable actions to maintain safety, including stopping work if necessary.

3.30 Manual Handling

The company will assess all manual handling operations within the workplace, to take an ergonomic approach and where possible change the nature of any task or provide mechanical aids to reduce or lighten the manual handling of loads. The company will ensure that adequate risk assessments are carried out to

identify hazards associated with manual handling and will ensure that suitable training and supervision are given, and where needed, lifting aids are provided. It will be the responsibility of the employer to ensure that the requirements outlined in the regulations are satisfactorily met.

3.31 Mental Health and Wellbeing

The company as the employer is committed to the protection and promotion of the mental health and wellbeing of its employees and those who may be affected by its operations.

We shall continuously strive to improve the mental health environment and culture of the company by identifying, eliminating, or minimising all harmful processes, procedures and behaviours that may cause psychological harm or illness to our employees.

We shall continuously strive, as far as is reasonably practicable, to promote mental health throughout the company by establishing and maintaining processes that enhance mental health and wellbeing.

3.32 Mobile Elevating Work Platform (MEWP)

MEWPs should be used where reasonably practicable, considering factors such as cost, availability, and site accessibility. All MEWPs, whether owned or hired by the company, must be 'fit for the purpose' as defined under current regulations.

Only employees trained in the use and inspection of a machine and who are familiar with the machine and its safety features may use MEWPs. Attention must be paid to the stability of the machine, its limitations and emergency procedures.

All employees must be correctly attached to the bucket using a personal fall prevention system (work restraint). All employees must wear appropriate head protection when working at height.

All aerial tree work from a MEWP will be undertaken in accordance with the AA Technical Guide 5: Use of Mobile Elevating Work Platforms in Tree Work. Under no circumstances may two operatives occupy the same cage/bucket when one is using a chainsaw unless separated by a physical barrier.

3.33 Mobile Telephones

For aspects relating to HR please see MD046 Employee Handbook

Mobile telephones are a necessary and important communication tool within the business. Where a mobile phone is an essential item for individual employees to fulfil their responsibilities, a phone will be supplied.

Whilst it is appreciated that personal calls may need to be both made and received, this should not become the norm during hours of work and should generally be limited to break and lunch times. Exceptions to this would include emergency situations.

3.33.1 Driving and Mobile Phones

It is currently illegal to hold and use a mobile phone whilst driving, even while stationary in traffic. It is also illegal to be using a mobile phone on hands-free where it affects your care or attention when driving. The general policy therefore is that mobile phones for any other purpose other than "sat nav" should not be used whilst driving and all those issued with a mobile phone are not obliged to use them whilst driving.

- If a call is to be received whilst driving it must only be via a hands-free kit.
- The driver should find a safe place to stop the vehicle to make or receive a call.
- Calls whilst driving should be kept as short as possible.
- A driver should only answer calls when they feel the traffic and road conditions make it safe to do so.
- Under no circumstances may text or multimedia messages be read or written when driving.

Any driver found to be using a mobile phone without a hands-free kit whilst driving will be subject to disciplinary procedures.

3.34 Noise

The company is committed to continually assessing noise levels within the context of our operational activities. The company is committed to continually assessing noise levels within the context of our operational activities. The company recognises that most arboricultural equipment operates at noise levels that require the employer to act. As a result, noise assessments will be carried out for all those potentially affected.

Purchasing – We will wherever possible purchase the lowest noise emitting machinery capable of carrying out the task in hand and keep it maintained on a regular basis.

Monitoring – An asset register will be maintained of all noise emitting machinery to enable identification of operatives at risk and PPE requirements, noise surveillance levels are appended to this document.

Use – Machinery is to be switched off when not in use, staff are supplied with PPE to reduce noise levels in line with current regulations, training in correct use of PPE will be provided and the use of PPE will be monitored. Where noise may be a nuisance to non-operatives the use of noise emitting machinery will be reduced to a minimum, where hand tools can be used efficiently, they will be. Where conversion of brushwood is required by chipper, arisings will be stockpiled to reduce usage to a minimum.

Alternatives - Electric battery-operated chainsaws are available for use where noise levels may be of particular nuisance or in especially sensitive areas.

Health Screening - Health surveillance will be introduced where necessary.

3.35 Pandemic

In the event of a pandemic, the company will regularly review measures as government advice is provided and changes alongside regularly consulting with employees to ensure an appropriate response to the risk that staff can comply with.

3.36 Personal Hygiene

The nature of the company's operation requires employees to work in potentially dirty and dusty conditions on short-duration worksites which expose them to substances potentially harmful to health.

Where normal hand-washing facilities are not available, alternative facilities will be made available such as waterless skin cleanser, hand wipes or similar.

The nearest available welfare facilities shall be clearly marked on the RAMS.

3.37 Personal Protective Equipment (PPE)

For the purposes of our policy, PPE shall mean any device or appliance designed to be worn or held by an individual for protection against one or more health and safety hazards.

The company recognises that PPE should only be used when risks cannot be avoided or sufficiently reduced by other preventive measures or through work re-organisation.

The employer will ensure that for employees there is sufficient supply of PPE when required and will ensure individuals are suitably trained in the use and correct storage of PPE. In addition, the company shall ensure that the PPE supplied is suitable for the individual employee.

PPE issued to any employee will be appropriately recorded, detailing what has been provided along with when it was issued. All PPE issued is to be stored as per the manufacturer's specification.

It shall be the duty of each employee not to misuse or interfere with any health and safety equipment, including PPE, supplied for their safety.

Subcontractors shall be expected to supply their own PPE and be able to demonstrate that they are

suitability trained in its use.

3.37.1 Self-Purchasing Policy

In all cases where self-purchase or the supply of PPE takes place including that of subcontractors, the following guidance must be adhered to:

- a) Only equipment approved by the employer may be purchased for use on/at our worksites in accordance with the purchasing and use policy below.
- b) Operators are responsible for ensuring that they supply, where relevant, user instructions and maintenance equipment required.
- c) In all cases operators have primary responsibility for ensuring their equipment is maintained and safe for use. The employer reserves the right to quarantine or remove from a worksite any equipment deemed to compromise safety standards.
- d) For employees, all equipment must be recorded with head office as part of PPE records prior to being used on our worksites.

3.37.2 Purchasing Policy

PPE products are to be purchased only if they are supplied with appropriate evidence of conformity, are fit for purpose and are manufactured to, where applicable, BS EN/UKCA standards.

Where subcontractors supply PPE, it is expected that only equipment with appropriate evidence of conformity is supplied, which is used in accordance with both the manufactures guidance e.g. user instructions, and current industry good practice.

3.38 Protection of Young Persons

The company shall ensure that young persons (under 18 years of age) employed by it are protected at work from any risks to their health and safety which are a consequence of their lack of experience, or the fact that young people have not yet fully matured and may not comprehend some hazards in the workplace.

3.39 Risk Assessments and Method Statements

All work activities shall undergo a suitable and sufficient risk assessment. Upon the establishment of the risk, preventative measures will be identified which will then be introduced, maintained, and periodically revised to ensure safe systems of work.

It shall be the duty of the employer to ensure risk assessments are carried out and reviewed periodically.

Company common-factor risk assessments are reviewed:

1. Annually.
2. Following any change to work equipment.
3. Following change or modification to a system of work.
4. Considering industry or sector developments, information or guidance.

A site-specific risk assessment and emergency procedures must be completed before any work activity commences; common-factor risk assessment references must be included.

3.39.1 Method Statements

Where the risk assessment process has identified that certain hazards cannot be eliminated and risk factors remain during the task, a safe system of work will be determined that all employees are expected to observe and follow. A method statement may be utilised to formally define and record the system of work.

All parties affected by any work activity must sign the risk assessment, and where applicable the method statement, to confirm that they have read and understood it and have been briefed on relevant emergency procedures.

3.40 Services

3.40.1 Overhead Lines

Before any work commences, sites must be checked for all overhead lines.

Where overhead lines have been identified, they should be recorded as part of the risk assessment and all employees made aware of their location along with the control measures to avoid damage to the lines and danger to the employees on site.

3.40.2 Over Head Power Lines (OHPL)

Where work is necessary in proximity to OHPLs, the method of work will be agreed with the Distribution Network Operator (DNO) and if required work permits received before any work commences.

Employees must be aware that safe working distances from OHPLs may vary depending upon the nature of work being undertaken and specific industry good practice.

If employees are in any doubt at all whether work can commence in proximity to OHPLs, they must stop work and make immediate contact with their supervisor.

Please note that no tree felling operations are to take place within two (2) times tree length of an OHPL, without first consulting with the site supervisor.

Where any part of a tree comes within 9m of any live equipment up to and including 66kV typically found on wooden poles, and 15m of any live equipment greater than 66kV typically found on metal pylons, no work is to be carried out without first consulting with the site supervisor.

Under no circumstances should anyone attempt to perform an aerial rescue of a climber who is in direct or indirect contact with live electrical apparatus.

3.40.3 Underground Services

Manholes, chambers and underground pipes and cables can be damaged during operations, e.g. by felling trees, MEWP stabilisers, trenching. The site must be thoroughly checked for any underground services and adequate control measures put in place.

Employees must inform the employer if they suspect underground services are present and may be damaged by the proposed operations.

In the case of cables and pipelines it may be necessary to use a cable avoidance tool (CAT) and signal generator (Genny) to accurately locate these services.

Only those trained in the use of CAT and Genny are permitted to operate them.

3.41 Smoking

The company operates a no smoking policy in all offices, workshops, and vehicles. Smokers are required by law to refrain from smoking wherever non-smokers may be affected and within any enclosed spaces. Smoking is strictly prohibited in all vehicles and appropriate signage will be clearly displayed within all vehicles and at the entrances to and within company offices and workshops.

Staff must be aware of site rules about smoking when on site visits.

3.42 Stress

For aspects relating to HR please see MD046 Employee Handbook.

As a company we recognise that, whilst a degree of pressure can be a positive force at work, excessive pressure can have a negative effect on health and performance at work.

We are committed to promoting good health at work and to provide suitable support mechanisms for Employees suffering from the effects of stress.

Management will identify stressful jobs and situations, through risk assessment, with the objective of reducing harm from stress, as far as is reasonably practicable.

The company will make sure, so far as is reasonably practicable, that excessive pressure is eliminated from the work environment, and that the necessary risk assessments are completed and acted upon in the case of workplace stressors.

To assist in this process, we will:

- Encourage a working environment where individuals who feel they are suffering from the effects of stress can approach management in confidence, in order that necessary support mechanisms can be put in place.
- Encourage a culture where stress is not seen as a sign of weakness or incompetence.
- Ensure adequate rehabilitation of individuals returning to work after periods of absence due to stress.
- Offer suitable training where necessary to enable key individuals to recognise symptoms of stress, the effects of stress at work, effective communication, handling difficult situations, time management and employer/Employee relations.

3.43 Vehicles and Driving

Drivers are responsible for completing pre-use checks and for the safe use of any vehicle they are driving, including the safety of loads carried or trailed. This includes their own vehicles, company vehicles and hired vehicles.

3.43.1 Company Vehicles

Only authorised staff may drive company vehicles and they must have an appropriate licence for the category and class of vehicle and combination under their control.

A copy of their licence will be held at head office before they may drive a company vehicle. If any changes to the licence occur, a new copy of the licence must be submitted to head office as soon as possible.

A DVLA check of staff licences will be carried out annually. The employer must be informed of any driving offences resulting in penalty points being added to your licence as soon as possible. Failure to do so may result in disciplinary action.

3.43.2 Loading Vehicles

The driver is responsible for the safety of the load they are carrying.

All drivers must ensure they are aware of the vehicle's 'maximum authorised mass' (MAM = gross vehicle weight) and ensure that it is not exceeded at any time.

Attention must be paid to the combination of vehicle and trailer weights when both or either are loaded. All loads must be secured and at no time cause a nuisance to other road users or pedestrians. Loose loads liable to shed dust must be sheeted or netted down. Load (ratchet) straps and/or appropriately rated rope may be used to secure loads. Loads must be secured to restrain them in the event of sudden braking.

3.43.3 Private Vehicles

Where private vehicles are used for company business or for travelling to and from work, adequate insurance cover must be in place, which covers business use if appropriate.

Where vehicles are used for business purposes a completed and signed copy of MD098 Driving Vehicle Checks Form will be required. The vehicle must be in a roadworthy condition and, where appropriate, have a valid MOT certificate and vehicle excise duty.

3.44 Vibration

To control the risks associated with noise and vibration in the workplace and to comply with the associated regulations, the following arrangements will be implemented.

An asset register showing the vibration outputs of chainsaws, hedge trimmers, pole pruners and other vibrating hand-held equipment and machinery will be maintained.

Employees will be provided with information about vibration risks. A clear indication will be provided to operatives of the maximum daily 'trigger time' for each piece of machinery.

Staff rotation will be implemented if maximum trigger times are reached. PPE and equipment will be maintained to ensure that vibration levels are kept as low as possible.

All new or replacement equipment purchased will be selected for low vibration outputs to further reduce the risk.

Annual 'in house' assessments/screening of all operatives will be implemented.

3.45 Welfare

Offices and workshops shall have suitable welfare facilities including toilets, wash facilities and an area to take breaks and lunch.

For short-duration work on site 'local arrangements' shall be made, and these arrangements shall be recorded and communicated as part of the worksite management plan.

For longer duration sites, facilities shall be provided on site or arrangements shall be made to share the facilities of the main contractor if applicable.

3.46 Working at Height

Careful and detailed consideration will be given to the need to work at height. Where reasonably practicable work at height should be avoided, and where it cannot be avoided justifiable evidence should be available to support that decision.

The employer will ensure that our general management approach to work at height is based upon objective decisions which are documented, and that specific arrangements (i.e. risk assessments for work at height) are in place for assessing and managing the risks on every occasion, across the broad range of worksites likely to be encountered.

The responsible person will ensure all work is: a) properly planned; b) appropriately supervised; and c) carried out in a safe manner.

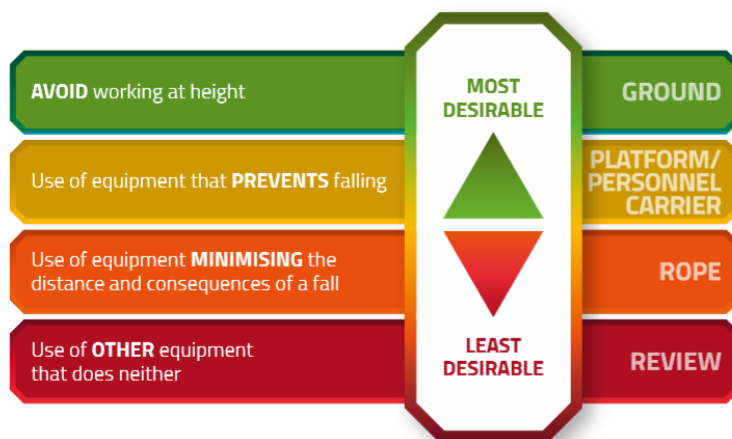
Planning will include the correct selection and use of equipment; the undertaking and effective communication of thorough and detailed risk assessments; and appropriate emergency procedures, including rescue provision.

Planning of any work at height operation will also include avoiding weather conditions that may jeopardise the health and safety of operatives.

It will be ensured that there are sufficient and robust systems in place to ensure that any changes are communicated to and supported by the responsible/competent person before work starts, or a suitable system of delegation of responsibility is in place.

It will be ensured that all tasks, from planning to implementation, will be undertaken by appropriately competent persons or others supervised by such persons.

We seek to work to a framework for the management of risks associated with working at height. The fundamental principles or risk hierarchy are:



When the most appropriate equipment, techniques or methods of working are being selected, the basic principles outlined within the 'Tree work at height – risk hierarchy' diagram above will be implemented.

When working through the hierarchy, the competent and/or responsible person will select any work method and/or equipment by considering the risks associated with its installation, use and/or removal once work is finished, including any rescue requirements for such a method and/or equipment. It will also be ensured that for any work method chosen collective protection measures will have priority over personal measures.

Whilst working through the hierarchy, the responsible and/or competent person will determine the risks and reasonably practicable control measures associated with each level and justify why a work technique or method that sits higher in the hierarchy has not been selected.

Decisions on working at height methods will be based on the preliminary worksite assessment. A process undertaken by the responsible and/or competent person.

3.46.1 Personal Fall Protection Systems in Tree Work

When a proficient operator is using a personal fall protection system for tree climbing, it is expected that there will be a backup system to prevent them falling a distance that is likely to cause injury if the primary system (including the main line, components, or anchor) were to fail.

The backup should be attached to an independent anchor where possible. If there is no suitable independent anchor, it should be installed over a shared anchor.

A backup, in addition to the climber's primary system, may include:

- Two separate primary systems, i.e. two climbing systems, MRT/SRT or a combination of both. This may be referred to as dual line working.
- Using both ends of the same climbing rope to create two systems from one rope.
- An adjustable lanyard(s). Whilst potentially restrictive in length, it may be used in scenarios such as working on a pole.

3.47 Work Safe

Working safely requires the establishment of safe systems of work, delivered by a competent workforce demonstrating the correct safety behaviours.

No employee of ours, or anyone working on behalf of the company, is expected to carry out any task where they feel that the risk to themselves or any other person is unacceptable.

Our policy is that each member of staff has the absolute right to refuse to carry out work if they feel it is not safe to do so.

Refusal to work on the grounds of health and safety is free from any disciplinary action and will not affect, in MD047 v10.1_Health and Safety Policy_ June 2026 – Page 23 Document not controlled when printed

any way, their prospects within the company.

All refusals to work will be responded to positively & promptly and the employee raising the worksafe procedure will be informed of decisions throughout the process.

All managers and staff are also encouraged to report any unsafe acts or conditions, which they have witnessed.

3.48 Workplace Safety

The company will ensure that its workplace meets the health, safety and welfare needs of all its employees, visitors, contractors, including wherever practicable people with disabilities. The employer will ensure that the working environment, whether at the company premises or elsewhere, is adequate in respect of lighting, heating, ventilation, eating and drinking facilities, hygiene/toilet facilities and general cleanliness.

3.49 Work-related Violence

We define work-related violence as: any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment.

All managers have a responsibility to implement this policy and ensure they:

- a. Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.
- b. Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process. You should also respond and consider seriously any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
- c. Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers and members of the public.
- d. Make sure you also offer good customer service and follow specific company policies. Respond to and, where possible, resolve incidents, ideally before they escalate.
- e. Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed.
- f. Where possible, direct staff to appropriate support and advice after an incident has occurred.
- g. Encourage other staff members to support their colleagues, including those that might have witnessed the incident. If victims are particularly traumatised by the event, provide support where possible, such as time off work or changes to their tasks.
- h. If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.

Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence.

They also have a responsibility to respond to any reports of violence. Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

All staff have personal responsibility for their own behaviour, there are a number of things that staff can do to help prevent work-related violence:

- a. Be aware of the company's policy and comply with it.
- b. Offer good customer service and be aware of customer needs.
- c. Recognise the potential for work-related violence and take action to resolve it early on.
- d. Staff should take positive action and, for example, contact a manager if they think a customer or member of the public might cause problems.
- e. Don't accept instances of work-related violence directed towards you or others.
- f. Staff should report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident.
- g. Serious incidents should be reported in the incident book kept in the office but minor incidents and

incidents of verbal abuse should be reported to managers as they occur.

- h. Be supportive of colleagues who are victims or witnessed work-related violence.
- i. Suggest additional measures to managers which might help to prevent and manage work-related violence.
- j. Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence.
- k. Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.

If a staff member is being abused, threatened or attacked, they should first remove themselves from immediate threat of harm, then contact the office for further advise.

Medical assistance should be provided immediately where required.

The police will be informed of a serious incident involving physical attack or serious cases of threatening or verbal abuse.

3.50 Work Equipment

The term 'equipment' shall cover all tools, plant, vehicles and machinery used during Company business.

Equipment shall only be used for the purpose it was designed for in accordance with the manufacturer's instructions. All guards must remain in place and be functioning correctly. No modifications shall be carried out unless under the instructions of the manufacturer. Essential details and warning signs shall always be in place.

Equipment shall be checked, inspected, maintained and serviced in accordance with the manufacturers' instructions and the provisions of PUWER and LOLER. A register of all equipment kept shall be maintained showing details of history, servicing and repair. All equipment shall be clearly marked to be identifiable.

Daily checks shall be carried out by employees prior to using the equipment. Periodic maintenance checks shall be carried out and recorded.

It is the responsibility of the employee using any equipment to report any defects in the equipment as soon as they become apparent. Arrangements shall be put in place by the employer to repair or withdraw the equipment.

Withdrawn equipment shall be clearly marked as such and shall not be used until repaired or the equipment disposed of.