



Health & Safety Handbook



INTRODUCTION

Welcome to Ecoserv FM Group Limited

We require high standards of health and safety from our employees and expect a similarly high level of commitment to health and safety from our contractors. In this document references to contractors include a single worker or a group of workers, and as appropriate, sub-contractors and others acting for or on behalf of contractors (e.g., suppliers) as an individual worker or working with others.

We are committed to ensuring that work undertaken in our buildings, property and at other sites is carried out to the highest possible standards of health and safety. To help us achieve this goal you are required to play your part.

DEFINITIONS

In this booklet:

'The Company' means Ecoserv FM Group Ltd (Ecoserv).

'Contractor' means any supplier of services (including building services) contracted to undertake work for us.

'Contract Administrator' means the person appointed by us to initiate and/or oversee a contractor's work.

'Authorised Person and/or Manager Responsible' means any person authorised by the Contract Administrator to visit the site of work and inspect, survey, audit, monitor or otherwise act in our interests.

This handbook is issued in connection with the following works:

Site:

Location:

Contractor Manager Responsible:

Ecoserv Manager Responsible:

ABOUT THIS HANDBOOK

This booklet provides general information to contractors and their workers carrying out work for **Ecoserv** about the sensible approach to health and safety that we expect of them. You should make your workforce aware of the contents of this handbook and our approach to health and safety at work.

Where work by contractors is subject to The Construction, Design and management, Regulations 2015 we expect all parties to the work, ourselves as Client, Designers and Contractors to work together in collaboration as required by those regulations and ensure compliance with the specific requirements

Everybody at work has a responsibility to protect their own health and safety and that of others. We want everyone to remain safe and healthy, regardless of whether they are an employee, a customer, a visitor or a contractor.

We expect you to help us to achieve this aim by working in a professional manner and observing legal requirements. Please take a few minutes to read this handbook to make yourself aware of our site rules and emergency procedures. If you have any questions, or are unsure of anything contained in this handbook, please speak to your Contract Administrator. Please sign and return the undertaking in the final page of this booklet as confirmation that you have read and accept the contents of this document.

We are anxious to minimise the risk of accidents and injuries to people and accidental damage to premises, plant, and equipment. We expect you to understand and comply with the legal requirements that apply to the work activity that you will be carrying out for us. We also expect you to understand your common law duties to your co-workers, to **Ecoserv** and our workforce and anyone else who could be affected by your work.

Insurance

You or your employer are expected to have Public Liability Indemnity cover and where necessary Employer's Liability Insurance. You may be asked to produce policy documents to prove that your policies are current.

Training

Contractors should ensure that their workers are properly trained and qualified for the work they are to do. They should also be trained and given information about the specific hazards, risks and control measures that apply to the work being done for us. For workers with little or no understanding of spoken English, or who cannot read English, special arrangements will be required to ensure that they receive and understand this information. This can be achieved in a variety of ways, including the use of fellow workers as translators, organising language skills training, and placing migrant workers among English speaking workers so that they can acquire language skills.

It is important that migrant workers can understand and give safety and emergency instructions and warnings; particularly if they are in a safety critical role.

We may require contractors to make themselves or their workers available for any training which we consider is necessary to ensure that they can safely carry out their work.

Sign In Procedure

For everyone's safety we need to know who is at work on our site at any given time. We therefore require all contractors and their workers working at our site to sign-in each day using the visitors' book. They must also sign out when they leave the premises.

Risk Assessments and Method Statements

We will have explained any particular hazards and risks at our site and in connection with the work at the initial tender or quotation stage. We will have told you about any asbestos containing materials (ACMs) present and our asbestos management plan. You must take these into account when working for us and in your own risk assessments and method statements.

If we have required written risk assessments and method statements for the work at the tender stage or in advance of work starting, we expect them to be followed to the letter. If we have asked that your risk assessments or method statements be reviewed and revised, we expect that to have been done before work begins and that arrangements are made to ensure they are followed in practice.

We expect you to instruct your workers about any specific hazards and risks involved in the course of their work and to instruct them about any additional hazards and risks that may be present when working on our premises or on our behalf.

Awareness of Health and Safety Systems – Advice To Workers

No benefits will be gained from risk assessments and method statements unless everyone involved in the work activities are fully aware of their contents. Risk assessments will inform workers about the hazards and risks present in the workplace. Along with the method statement, they demonstrate how the risks can be controlled by a methodical approach. They will help you and your workers complete the job without injury or ill-health.

If you and your workers can answer YES to the following questions you are working along the right lines!

- Have you completed or been given details of the risk assessments and method statements for this work?
- Do you understand the task and the hazards involved in the job?
- Have all the people who may be affected been identified?
- Are you happy that all the measures to prevent workers being injured or exposed to health risks have been taken?
- Do you know what to do and whom to contact if the job goes wrong?

If you have answered NO to any of the above, then think again and make improvements to the risk assessments and the method statement.

If in the course of the work you find that your risk assessments or method statements do not match what you are doing stop work immediately, or as soon as it is safe to do so, and advise your Contract Administrator.

In some limited circumstances we may require you to work under a formal Permit To Work

system. This will only happen where the work involves specific hazards where the risks to health or safety are exceptionally high. The purpose of the Permit To Work (PTW) is to ensure that adequate controls for these hazards are in place before the work begins and to act as a means of communication between the parties to the work. Where a PTW is required, we will have told you about this requirement during negotiation of our contract.

We will initiate a permit-to-work for the following activities:

- Hot Work involving plant that has contained or is near hazardous substances.
- Work in Confined Spaces.
- Work on High Tension Electrical Services.
- If during the course of your work on our premises, you find that you need to undertake any of these activities you must refer to your Contract Administrator before undertaking the task. They will arrange for our PTW procedures to be put in place.

Hazardous Substances

If your work involves the use of substances hazardous to health you are expected to ensure that risks to your workers and ours are properly controlled. Appropriate controls should be in place when they are in use. When not in use they must be stored securely.

Flammable and Highly Flammable Substances

If your work involves the use of flammable or highly flammable substances you are expected to ensure that risks to our property and premises, your workers and ours are properly controlled. Appropriate controls should be in place when they are in use and when not in use they must be in secure fire resistant storage.

Personal Protective Equipment

Personal Protective Equipment (PPE) should only be used when there are no other methods of controlling risk to an acceptable level. When your risk assessment indicates a need for your workers to use PPE you must provide it to them free of charge and ensure that it is worn whenever it is necessary.

Safety Signs

You must provide suitable warning signs and barriers. They are a good way of warning people about the risks from your work, but they don't remove the hazard. You must remember that there are many different people who work at and visit our site. Many of these will not be aware of the hazards and risks created by your presence; signs are a good way of warning them to be careful. But remember that the use of signs does not remove your primary duty of providing active safety management.

Plant Tools and Equipment

Our contractors are expected to provide sufficient plant, equipment, power tools and hand tools for the job.

Plant, equipment, and tools must be:

- Suitable for the purposes of the work and used only for the purpose for which they were designed.

- In safe condition, adequately maintained and regularly inspected (including a visual inspection prior to use).
- Properly guarded with all guards fitted and correctly adjusted before use.
- Used only by trained, experienced and competent operators.
- Switched off immediately after use.
- Removed to a safe place and/or left in a safe condition before being left unattended. In occupied premises they should be isolated from their power source and protected from tampering.
- In occupied premises plant such as table saws, planers, welding equipment etc. should be used only in designated and appropriate areas with adequate means of preventing unauthorised access. Wherever possible tools should incorporate dust collection systems.
- You must only operate or use plant and equipment that you have been specifically trained for. If you hold any relevant operative training certificates and tickets, have them available whilst on site, as they may be checked at any time. Please note that short briefings by a Hire Company will not normally be accepted by **Ecoserv** relevant training.
- Do not use or allow your workers to use any plant or equipment unless properly trained to do so.

Welding

The health hazards from welding stainless and special steels have long been recognised as a hazard to health and to require suitable precautions to protect welders and others from exposure to the fume.

In early 2019 the fumes created by mild steel welding was classified as a potential human carcinogen. There is no safe level of exposure.

As a result, you are required to provide good local exhaust ventilation wherever welding, including the welding of mild steel, is taking place. Because there is no safe level of exposure to welding fume, local exhaust ventilation must be provided for every welding job at the point of creation of the fume. Where this is not reasonably practicable full and suitable person protective equipment must be provided.

Arc welding operations should be adequately screened to prevent the transmission of harmful levels of visible, UV or IR light from the welding arc.

Vehicle Movements

The movement of delivery vehicles and mobile plant and equipment brought onto our premises must be controlled. Reversing movements must be under the control of a banksman to ensure the safety of personnel and equipment. We may require you to provide and use protected traffic routes.

Welfare

Your Contract Administrator will explain any on-site welfare facilities that are available for your use. If you use our staff rest area, you must wear clean overalls or clothes. Please be polite and considerate to others.

Please respect our facilities. Do not use wash hand basins and sinks for cleaning tools or for

discarding unwanted materials such as paints and oils. Leave our sanitary facilities in the same condition you found them.

Contractors working off site are required to make their own arrangements for welfare. Site offices and other temporary buildings should be so constructed and in such location as to protect occupants from exposure to site hazards. Construction should be of a non-combustible material or, where the use of wooden huts is unavoidable, lined with a fireproof material. Where cabin floors are above ground level the space below should be enclosed to exclude vermin and prevent the accumulation of rubbish. On open sites cabins should be well spaced and the intervening spaces not used for storage.

These welfare facilities including, lavatories, washing, changing, and messing, should be suitable and sufficient for the site needs.

Smoking, Alcohol and Drugs

We expect you and your workers to observe the law and not permit smoking in the workplace. You must observe all no smoking signs. Please be considerate to others and only smoke in designated open air smoking areas.

You and your workers should not report for work if under the influence of alcohol, illegal drugs, or medicines.

We do not allow our workforce to drink alcohol on the premises and those who attempt to work whilst under the influence of alcohol or illegal drugs are always subject to disciplinary procedures. We apply similar rules to other people working on our premises. Should any of your workers be seen drinking alcohol or suspected of working under the influence of alcohol or illegal drugs they will be required to leave the site. They will not be allowed back or on any other workplace under our control.

Music and Mobiles

Unless you have specific permission, the use of radios and other music producing devices is forbidden when working on our premises. They can be an unwelcome nuisance and a distraction to other workers.

Mobile phones should be used considerately. Please don't have loud conversations in occupied corridors or next to working offices.

Car Parking and Traffic Rules

You must only park in designated car parks and marked bays. Vehicles illegally parked are liable to be ticketed or clamped.

All road traffic signs particularly one-way restrictions, speed signs and pedestrian crossings must be observed.

First Aid

If you or your workers have an accident that can't be treated with your own first aid kit, report to our Reception. We have a team of first aid qualified personnel who will be able to give assistance more quickly than the emergency services. We will call the nearest First Aider or Appointed Person or summon the emergency services for you.

Always report accidents to your Contract Administrator and make sure that they record it in the site accident book. It is important to us that we learn about any accident so that we can make sure that no-one else is injured in the same way.

Contactors working off-site must make their own arrangements for first aid cover. This will be dependent on the risks involved.

Always record any accidents you have at work, no matter how trivial they may appear at the time.

Fire

We will provide you with details of our fire procedures and emergency plan. Make sure that you and your workers are aware of our arrangements and the assembly points used in case of fire. Always make sure that you know which exits are nearest to where you are working and the assembly point. If you are uncertain ask.

If you discover a fire remember to stay **CALM**.

- Close the door - make work area safe before leaving. Alert - alarm - smash the nearest break glass unit.
- **Leave the building by the nearest exit. Meet at the assembly point.**
- Don't put yourself at risk. Do not tackle the fire unless you have been trained and are not alone. Do not stop to collect personal belongings. Do not use lifts. Help others to escape if necessary.
- If, when you get to the assembly point, any of your colleagues are missing tell your Supervisor or any Fire Marshal immediately. Never go back into the building unless you are told that it is safe to do so.
- If you are creating dusts or non-hazardous fumes, make sure that you have located and covered all local smoke detectors first. BUT never do this without first telling your contract administrator.
- Keep corridors, stairs and fire exits clear at all times. Remember - You will be breaking the law if you block emergency exits in any way.

Asbestos

We have surveyed our premises for the presence of asbestos and asbestos containing materials. We maintain a register and you will have been or will be told if it is known to be near the place where you will be working.

When in good condition asbestos does not pose a threat to health and safety. However, if disturbed, the asbestos can release harmful fibres.

If in the course of your work you discover or suspect that a material might contain asbestos stop work immediately, tell other workers, and tell your Supervisor and or your Contract Administrator.

If a Supervisor or Manager is not immediately available, make sure the work area is cleared and if possible make sure that the asbestos cannot be disturbed. Don't panic people, but make sure they leave the area.

Once our Contract Administrator is aware of the situation they will decide what action is necessary. The material may already have been tested and found to be asbestos free but if not they will arrange for the suspect material to be tested for asbestos content.

UNDER NO CIRCUMSTANCES SHOULD YOU OR ANY OF YOUR COLLEAGUES DISTURB THE MATERIALS UNTIL IT IS CONFIRMED AS CONTAINING ASBESTOS OR THAT IT IS ASBESTOS FREE.

Reporting Of Accidents and Dangerous Occurrences

Although the primary responsibility for compliance with the reporting regulations rests with the contractor, details of any accidents or dangerous occurrences involving contractor's employees on our premises or land should be recorded on our Accident and Incident Report Form.

You must provide the Contract Administrator with copies of any statutory notification to the Enforcing Authorities using the official form (or a copy of a confirmation report received from the enforcing authorities) regarding any accident, dangerous occurrence or work related ill-health that occurs on our site.

In the case of serious accidents (e.g., resulting in serious injury or hospital treatment) or serious dangerous occurrences (e.g., scaffold collapse), the contractor must immediately inform the Contract Administrator and occupier or person in charge of the building. We may require that you undertake a formal investigation or carry out the investigation ourselves. We expect your co-operation.

Environmental Issues, Noise and Nature Conservation

All reasonable measures must be taken to effectively control emissions that are likely to be harmful to the environment or persons on or near the site.

Suitable precautions must be taken to prevent harmful exposure to noise, radiation, dust, fumes or other hazardous substances. Where necessary, operations likely to generate significant levels of harmful dust or fume, or are otherwise likely to pollute the air, should be screened or sealed off and adequately ventilated. Only suitable, clean, serviceable, and fireproof tarpaulins, dust sheets or similar should be used. Where polythene sheeting is used it must be of appropriate thickness and undamaged. Ventilation systems must not discharge polluted air into occupied areas or areas where pollution may cause a statutory nuisance to others.

Adequate precautions must be taken to prevent harmful materials and other building materials entering the drains, sewers or waste pipes. On no account should sinks, drains etc. be used for disposal of waste building materials or chemicals (including solvents).

The Contractor must comply with the requirements of noise legislation. Work likely to involve excessive noise, at or above 80 dB A, should not begin without the prior consent of Contract Administrator or person in control of the premises.

Contractors should always presume that bats might be present in existing buildings and make all necessary enquiries to establish whether this is so or not. Bats are a protected species under Wildlife and Countryside Acts. If bats or evidence of bats is discovered during the course of the work, work should be stopped, and the Contract Administrator informed immediately. Similar requirements apply to other protected species of flora and fauna.

Work on or near water, especially when stagnant, carries with it the risk of a variety of water borne diseases including Weils Disease (from rats' urine), Leptospirosis, Legionellosis and E-Coli. The Contractor should take account of these possibilities when planning safesystems of work on or near water including tanks or storage vessels.

Services

Only qualified competent and where necessary licensed tradesmen will be permitted to work on mains services or service installations.

Work on gas pipes, fittings and joints must be carried out by Gas Safe™ registered tradesmen (in Ireland a member of the Register of Gas Installers of Ireland (RGII)) and inspected and tested before and immediately after commissioning. Similarly, only registered electrical contractors should be allowed to carry out work on electrical systems.

Contractors must not use our gas, electricity, water or other services without the prior consent of the Contract Administrator or the person in control of the premises. When use of services is authorised this will be for specific, agreed uses and restricted to defined supply points and agreed times.

Temporary cable runs, pipe work etc. should be of suitable construction, adequate strength and capacity and safely placed out of reach, or buried, or adequately protected against mechanical or environmental damage.

Other services incidental to the work should not be modified, interrupted, or otherwise disturbed without the prior approval of the Contract Administrator.

No excavation, ground breaking, drilling or other similar work likely to endanger buried services may be started without the approval of the Contract Administrator. Every reasonable effort must be taken to identify the presence of buried services before work commences.

Where buried services are known, suspected, or discovered, the exact location of the services must be established using a combination of details from site plans (normally insufficient on their own), location devices and trial pits. All identified or suspected buried services should be marked on the ground prior to digging. Where buried services are present or suspected, safe hand digging techniques shall be used and machine digging avoided. All known and discovered services should be presumed to be live until confirmed otherwise.

On discovery of previously unknown buried services further exposure should be deferred until the Contract Administrator has been advised and appropriate instruction given. Exposed services must be adequately supported and appropriately protected from mechanical or environmental damage. Exposed services, particularly gas mains, should be reinstated only with such materials and in such ways as are suitable for their long-term

protection. Siteplans should be amended to show the location of any discovered services and any deviations of service runs from existing plans.

Damage to services should be immediately reported to the Contract Administrator and the appropriate Supply Authority. Where necessary, the immediate vicinity should be evacuated, and site personnel posted to prevent further danger.

If a gas leak is suspected all naked flames and other potential sources of ignition should be extinguished and/or removed to a place of safety. Police and Fire Services should be alerted as necessary, the Police should always be alerted where dangers are likely to affect others offsite. Details of local public utility authority emergency contacts should be immediately available to those in charge of the site.

Excavations and Openings

Before excavation work commences the presence and location of buried services must be established and appropriate digging techniques used. (See also section on "Services"). Excavations and openings must be protected at the edges by suitable fencing, guardrails or barriers or must be securely covered. No worker must be allowed to enter or work in an unprotected excavation.

Where the excavation is at occupied premises contractors must ensure that safe access for the building users is maintained.

Barriers and Warning Signs

Appropriate barriers should be used where the nature of operations or hazardous site conditions are likely to expose others to significant risk. Barriers must be of suitable construction, appropriately sited and of adequate strength. Where necessary adequate lighting for barriers and warning signs should be provided and maintained. Barriers moved to allow access to the work in hand should be replaced as soon as is practicable.

Roof Work

Where roof work is involved, contractors should only use workers who have been trained and have the knowledge, experience, and resources to safely undertake the work. Precautions must be taken to prevent workers falling through fragile roofs or from the open edges of a roof.

In normal circumstances roof work will require the use of edge protection at edges where there is a risk of a fall from height. The best protection is offered by using suitable barriers, or guardrails with toe-boards, or a suitable working platform.

Where we know that a roof structure is fragile, we have posted warning signs. You must not ignore these warnings. You will need to provide suitable boards and working platforms to prevent your workers falling through the roof. You must also be alert for any parts of the roof where we are unaware of fragile materials. If you identify any take the appropriate precautions and inform the Contract Administrator.

On pitched roofs suitable roof ladders or crawling boards should be used where the pitch is 30 degrees or more. Roof ladders or crawling boards may also be necessary on roof with a pitch of less than 30 degrees, where the roof is uneven, or the surface is likely to be slippery.

Work at Height - Access Equipment, Scaffolds, Ladders Etc

Suitable means of safe access and egress must be provided at all times when required. All work at height must comply with the Work at Height requirements.

Scaffolding and work platforms must allow adequate working space, be properly constructed, and inspected as appropriate, and records kept of inspections. A clearance certificate should be obtained from the scaffold erector prior to the scaffolding being taken into use. Particular attention must be given to the means of preventing falls of personnel, tools or materials. Work platforms must be fitted with appropriate toe-boards and guardrails. Temporary openings to allow access, such as hoist gates or the removal of sections of guardrails shall be closed off as soon as practicable. Suitable precautions must be taken to prevent unauthorised use of access equipment. At the end of the work day, or at other times before leaving the site, access ladders must be removed from low level work, from the lower stage of scaffolding or other similar locations where there is a risk of a fall from height. Ladders must be securely stored, or other suitable measures taken to deny access to height.

Access ladders should be in sound condition, free from defects, correctly positioned and appropriately secured to prevent slipping.

Ladders are not to be used as a workplace unless the work is going to take less than 30 minutes and the user will be able to maintain 3 points of contact throughout the work.

Stepladders may be used as a work platform where the work is of short duration. However, a site specific risk assessment must be carried out beforehand to determine the suitability of stepladders as a working platform.

Housekeeping

Finally, keep your work areas clean and tidy at all times. Ensure that you do not cause trip hazards or leave harmful or flammable materials lying around. Also make sure that your equipment cannot be tampered with whilst it is in a public area.

CONTRACTOR' S ACKNOWLEDGEMENT SLIP.

Please complete this form and return it to your Contract Administrator or Ecoserv Manager.

I have read and understood the information in this handbook. During this contract I on behalf of my business or company agree to comply with the information given and all instructions whilst working on site. I also agree to liaise with the Contract Administrator and/or Ecoserv Manager at all times. I have received the relevant onsite training.

Contractor Manager Name (Print);

Signature:.....Date|:

Ecoserv Manager Name (Print);

Signature:.....Date|: