



**Fixability**  
Professional Handyperson Services

# Fixability Professional Handyperson Services Ltd

## Health and Safety Handbook

**Fixability Professional Handyperson Services Ltd**

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## 1. Introduction

This handbook contains the health and safety information you require to comply with our Health and Safety Policy. After reading it you will be required to sign to confirm that it has been brought to your attention. If you have any queries regarding the contents, please do not hesitate to ask.

Fixability takes its responsibility for health and safety very seriously and is committed to a programme of progressive improvement that requires input from all its employees. If you see anything during your work that gives rise to a concern you are positively encouraged to report it to your Manager or health and safety representative at once.

Safety is everyone's responsibility and that includes you.

## 2. Health and Safety Policy Statement

The management of Fixability recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the company's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities, the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety

- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

### 3. Responsibilities and Rules

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, colleagues, visitors, contractors) under the Health and Safety at Work etc Act 1974.

Employees must therefore:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- comply with the Health and Safety Policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all safety equipment and/or protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their Manager
- report any safety hazard or malfunction of any item of plant or equipment to their Manager
- record all accidents in line with company policy, whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes

## 4. Health and Safety Rules

### 4a General

- I. It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- II. Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety, or welfare.
- III. Employees are required to notify to management any unsafe activity, item or situation.

### 4b Working Practices

- I. Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- II. Employees must make full and proper use of all equipment guarding.
- III. Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- IV. Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- V. Employees must not smoke except in prescribed areas

### 4c Hazard / Warning Signs and Notices

- I. Employees must comply with all hazard/warning signs and notices displayed

### 4d Working Conditions / Environment

- I. Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
- II. Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- III. Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided and in line with the company's waste management policies.
- IV. Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- V. Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

#### 4e Protective Clothing and Equipment

- I. Employees must use all items of protective clothing/equipment provided as instructed.
- II. Employees must store and maintain protective clothing/equipment in the approved manner.
- III. Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their Manager.

#### 4f Fire Precautions

- I. Employees must comply with all laid down emergency procedures.
- II. Employees must not obstruct any fire escape route, fire equipment or fire doors.
- III. Employees must not misuse any firefighting equipment provided.

Employees must report any use of firefighting equipment to their Manager.

#### 4g Accidents

- I. Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment they must report the incident to their Manager.
- II. Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
- III. Employees must notify management of any incident in which damage is caused to property.

#### 4h Health

- I. Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- II. Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

#### 4i Employer's Transport

- I. Employees must carry out prescribed checks of company vehicles prior to use and in conjunction with the laid down checking procedure.
- II. Employees must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
- III. Employees must not carry unauthorised passengers or unauthorised loads.
- IV. Employees must not use vehicles for unauthorised purposes.
- V. Employees must not load vehicles above the stated capacity.
- VI. Employees must not drive or operate vehicles whilst suffering from a medical condition or illness that may affect their driving or operating ability.

## 4j Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- I. a serious or willful breach of Safety Rules
- II. unauthorised removal or interference with any guard or protective device
- III. unauthorised operation of any item of plant or equipment
- IV. unauthorised removal of any item of first aid equipment
- V. willful damage to, misuse of, or interference with any item provided in the interests of Health and Safety or welfare at work
- VI. unauthorised removal or defacing of any label, sign, or warning device
- VII. horseplay or practical jokes which could cause accidents
- VIII. making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence
- IX. misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment
- X. deliberately disobeying an authorised instruction

## 5. Arrangements for Health and Safety

### 5a Accident, Incident, and Ill-Health Recording, Reporting and Investigation

An accident is an unplanned event that causes injury to persons, damage to property or a combination of both.

A near miss/incident is an unplanned event that does not cause injury or damage but could do so.

A work-related illness is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the company.

### 5b Reporting

All accidents resulting in personal injury must be recorded in the company's Accident Book, which is on your company tablet

Incidents and work related ill-health need to be reported directly to your Manager.

## 5c Asbestos

The company will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed.



If you notice any material that causes you concern or you become aware of any damage to asbestos material, you must report it immediately to your manager. Please be aware of any asbestos materials which are labelled as shown.

## 5d Communication and Consultation

Our company has established effective lines of communication so as to involve and consult our employees.

These may include:

- individual conversations
- notice boards
- internal publications
- staff meetings
- Health and Safety meetings



In addition, the company will display the 'Health and Safety Law – What You Need To Know' poster in a prominent position.

The company will consult with our employees and provide information on any changes that may affect their health and safety, including:

- changes in procedures, equipment or ways of working
- the dangers and risks arising from their work activities, the measures taken to eliminate or reduce these risks and what action to take if they have to deal with them
- The planning of health and safety training
- the health and safety consequences of introducing new technology

The company recognises that consultation is a two-way process and expects constructive feedback from our employees.

## 5e Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in "common areas". In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

If you observe contractors who appear to be working unsafely then you should report this immediately to a manager / Manager. We will investigate and where necessary stop any work until resolved.

## 5f Disabled Persons

The company will give full and proper consideration to the needs of disabled employees and visitors. To achieve this, the company will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- encourage employees with special needs to suggest any premises or task improvements to their line managers
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- in an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly

## 6. Display Screen Equipment

All reasonable steps will be taken by the company to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the company will carry out an assessment of each user's workstation and implement necessary measures to remedy any risks found as a result of the assessment.

### 6a Training

Employees working with display screen equipment (DSE) should comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.

### 6b Health

Employees should inform their departmental Manager/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE. In addition, they should also report to their departmental Manager/line manager any discomfort or health concern believed to be associated with the use of DSE. Any health information will be treated confidentially.

## 7. Driving for Work

Driving is an integral part to some roles within the company and as such requires driving on company business. Driving has inherent risks associated with it which drivers should be made aware of.

The company is committed to reducing the risks its staff face or create when driving at work and requires its entire staff to play their part, whether they use a company vehicle, their own or a hire vehicle.

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- changes to licence such as limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive
- Any accidents / incidents that occurred whilst driving on behalf of the company

Before driving, drivers must

- review the need to travel
- familiarise themselves with the vehicle and have read the company's driving handbook
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- have had an eye test in last 2 years and be using any corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety

Whilst driving, drivers must

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a company vehicle
- never use any handheld electronic device e.g. mobile phone, satellite navigation, mp 3 player
- never receive or make calls

## 8. Alcohol

Employees must not drink alcohol on the company's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the company's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the company's disciplinary procedure.

## 9. Drugs and medication

The possession use or distribution of drugs for non-medical purposes on the company's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work, you should discuss the problem with your manager or Manager.

If the company suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the company reserves the right to require you to undergo a medical examination to determine the cause of the problem.

## 10. Medical Examination

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the company reserves the right to suspend you from your employment (with or without pay) to allow the company to decide whether to deal with the matter under the terms of the company's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

The company reserves the right to search you or any of your property held on company premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The company reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the company's premises.

## 11. Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate, or maintain electrical equipment.

Employees must:



- visually check electrical equipment for damage before use
- report any defects found to their line manager/Manager
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not bring any electrical item onto the company premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage
- not carry out any live working unless authorised to do so under a permit-to-work

## 12. Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

The company does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

## Fire Extinguisher Chart

Extinguisher		Type of Fire					Special Notes
Colour	Type	Solids	Flammable Liquids	Flammable Gases	Electrical Equipment	Cooking Oils & Fats	
 Red	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No	Dangerous if used on 'liquid fires' or live electricity.
 Cream	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes	Not practical for home use.
 Canary Yellow	Wet Chemical	✗ No	✗ No	✗ No	✗ No	✓ Yes	Cooking Oils & Fats
 Blue	Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No	Safe use up to 1000v.
 Black	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes	Safe on high and low voltages.
 White	Dry Water Mist	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes	Safe to use on up to 35kV

## 13. Fire and Emergency Evacuation

### IF YOU DISCOVER A FIRE:

Operate the nearest fire alarm call point.

### IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORISATION AND APPROPRIATE TRAINING,

- attack the fire with the firefighting equipment provided
- Always ensure there is a safe exit route before attempting to extinguish any fire.
- Leave the building immediately if you cannot control the fire or your escape route is threatened

### ON HEARING THE ALARM:

- Immediately vacate the premises by the nearest available exit
- Close all windows and doors behind you
- Go to assembly point
- Report to the person in charge of your assembly point
- DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.
- DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE SENIOR PERSON PRESENT
- DO NOT USE LIFT UNLESS AUTHORISED TO DO SO

### VISITORS

All visitors should be escorted to the assembly point by their host. It is important that they do not leave the area before notifying the senior person present.

### LIAISING WITH EMERGENCY SERVICES

The senior person present will meet and liaise with the emergency services and any other interested parties, giving them pertinent information related to the emergency situation, such as location and details of emergency, location and presence of hazardous and flammable materials, head count statistics, etc.

## 14. First Aid

The company is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work. To achieve this objective the company will appoint and train a suitable first aid representative to cover all work patterns.

If you are interested in becoming part a first aider or appointed person, please inform your manager.

Should you require first aid treatment, please contact your appointed person.

Please ensure all accidents have been recorded accordingly.



### First Aid supplies

A first aid box will be provided in the office, and in all company vehicles and should be kept stocked. If you use any of the contents, please inform the persons responsible for the contents. Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted.

## 15. Gas Installations and Appliances

The company will ensure that all work carried out on gas fittings and appliances are in accordance with the requirements of the regulations and the Safety in the Installation and

Use of Gas Systems and Appliances Manual.

The Gas Safe Register (GSR), formerly CORGI, is the governing body : by the Health and Safety Executive to register and monitor the activities of installation and use. Gas fitting operatives carrying out work on behalf of the company will be registered with the GSR.



No person shall interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

## 16. Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Employees should **not** use any hazardous substance unless they have received the information and training for the safe use of that substance.

The symbols showing the danger posed by the hazardous substance may be of the old European type (orange background with black symbol) or of the new

international symbols which became mandatory in June 2015 (white background with red border). Substances which have already been packaged using the old labelling system may still be encountered, so all employees will be provided with information about the old labelling system as well as the new symbols.

## 17. Health, Safety and Welfare

The company is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- professionally designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well maintained exits and entrances)
- appropriate sanitary and washing facilities
- separate toilet facilities for men and women
- plentiful drinking water supply and cups
- seating with an incorporated back rest
- accommodation for keeping clothing clean and dry
- facilities for changing, rest periods, hot drinks and meals preparation
- showering facilities if the nature of an employee's work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures

The company recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

## 18. Manual Handling

To prevent injuries and long term ill-health from manual handling the company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the company will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level. In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

### Information and Training

Adequate information and training will be provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution.

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Employees who have a medical condition that may prevent them undertaking a task should notify their Manager / Manager beforehand. Should you become injured whilst handling anything then this must be reported to your Manager/Manager so it can be suitably investigated.

## 19. New and Expectant Mothers

The company recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

Should you become pregnant or are returning to work after having a baby, then you are requested to notify your manager at the earliest possible opportunity so a risk assessment can be carried out.

Any necessary control measures will be implemented and reviewed regularly. Where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary, providing suitable alternative work or suspension with pay.

New or expectant mothers should inform their manager of any changes which may affect the risk assessment including any medical conditions, incidents etc.

## 20. Personal Protective Equipment

The company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

Employees provided with PPE must:

- wear the PPE as instructed or where indicated by signage



- maintain it in good condition
- report any defects to your Manager/manager
- ensure the PPE fits correctly, is comfortable and fully adjusted



## 21. Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity, and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness. The company will arrange for competent people to carry out risk assessments.

Employees will be advised as to the results of the risk assessment process and the additional control measures to be implemented to reduce risk to an acceptable level.

## 22. Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the company that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes all company vehicles. . This policy applies to all employees and visitors.

### Implementation

All staff are obliged to adhere to and facilitate the implementation of the policy.

The company will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in company vehicles that are covered by the law.

## 23. Stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable

company, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the company's grievance procedure. If deemed appropriate, the company will provide access to confidential counselling for employees affected by stress caused either by work or external factors

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

## 24. Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the company to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All employees will receive **induction training**. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees. Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed

## 25. Violence to Staff

The company recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures

- threats against employees

If you are a witness or receive any violence or aggression towards you, then you should report this to your manager so that this can be recorded and investigated. The company will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

## 26. Visitors

In the interest of safety and security, the company will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to enter the premises or are accompanied
- they adhere to applicable health and safety instructions and rules during their visit
- adequate information is passed to ensure their safety including emergency information
- any protective clothing required is provided and worn
- any accidents/incidents involving visitors are reported through the accident reporting arrangements

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

### Emergency Action

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

## 27. Work Equipment

The company will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

Employees must

- only use work equipment for which they have received information and training for
- not undertake any maintenance work unless competent and authorised to do so
- not interfere with or remove anything which has been provided for safety

reasons

- report defects immediately to their manager/Manager
- use any personal protective equipment as required

## 28. Working Time Regulations

The company will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals have to work. The company will NOT encourage workers to work over the 48 hours but workers can choose to work longer hours if they wish, by opting out. Workers cannot be forced to opt out and can revoke their opt out, if they give a suitable notice period.

Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and to make mistakes leading to accidents.

A summary of the requirements for adult workers:

- a maximum of 48 hours per week, averaged out over a 17 week reference period (employees can opt out of this)
- entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- maximum of 8 hours per shift for night shift workers
- free health assessments for night shift workers
- 24 hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- entitlements to a rest break if working over six hours
- employees must not suffer any detriment if they choose not to opt out

Travelling to and from the normal work place, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased to 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official employee representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period. Young persons are generally excluded from shift working.

## 29. Young Workers

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment

Name: \_\_\_\_\_

**Employee Confirmation of  
Content of Health and Safety Handbook**

Please read the note below and then sign this form.

I have read the Fixability Limited Health and Safety Handbook and understand, accept and will comply with its contents so forming part of my contract of employment. I will keep myself aware of its contents and any updates which I am made aware of.

Employee's signature: \_\_\_\_\_

Date: \_\_\_\_\_