

Store Maintenance Limited
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SAFETY INDUCTION



Produced with the assistance of M.E.L. (Health & Safety) Consultants Limited
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THE RESPONSIBILITIES OF CONTRACTORS, SUB-CONTRACTORS AND THEIR EMPLOYEES

- All Sub-contractors will be expected to comply with the Company Health and Safety Policy of Store Maintenance Ltd and must submit their own Health and Safety documentation to Store Maintenance for verification. This will include as a minimum, risk assessments, method statements, COSHH assessments, Health and Safety Policy, Insurance details and any details of training undertaken by operatives.
- Contractors are expected to read this Health and Safety Policy and will be expected to be fully aware of what is required of them whilst working on sites.
- All work must be carried out in accordance with the relevant statutory provisions taking into account the safety of others whom may be present in the work area and comply with any safety instruction given to them by Store Maintenance Ltd.
- All plant and equipment brought into a work area by Sub-contractors must be safe and in good working condition, fitted with any necessary guards and safety devices. All operatives must be adequately trained in the use of such equipment and where appropriate have available any certificates of competence.
- All electrical equipment is to be regularly tested and suitable for the conditions in which it is to be used or provided.
- Any injury sustained or damage caused by Sub-contractors employees must be reported immediately to Mr. Gary Van Blerk.
- Sub-contractors when informed of any hazards or defects will be expected to take immediate action to implement given controls.
- Welfare facilities will be available at sites together with fire extinguishers and first aid personnel.
- Contractors are to provide COSHH assessments for additional materials provided for their own use.
- Sub-contractors are particularly asked to note that workplaces must be kept tidy and all debris, waste materials, etc. cleared as work proceeds.
- It is the Policy of Store Maintenance Ltd that all operatives, contractors, sub-contractors and persons within the works area wear the protective clothing or equipment appropriate to the works being undertaken. Subcontractors are to provide appropriate protective clothing and safety equipment and are to ensure that their employees use both clothing and equipment at all times when required by the PPE assessment.
- Sub-contractors are required to ensure that copies of all risk assessments, method statements, COSHH assessments and any other Health and Safety documentation are available for inspection by Store Maintenance Ltd. Such assessments must be provided before work is due to commence and in sufficient time to allow consideration of the controls implemented.

Access & Egress

All operatives working for Store Maintenance Limited are to ensure that safe access and egress is provided at all times.

Escape routes are to be kept clear of equipment, materials, debris and waste.

Fire doors are not to be wedged in the open position.

Liaise with the Store Management Team on access / egress routes that may be affected by the works you are undertaking.

Report any failings to the Store Management Team.

Ensure that you sign in and out in the visitor's book for each store / centre.

Accident Reporting

All operatives working for Store Maintenance Limited are to ensure that all accidents are reported to Mr. Gary Van Blerk at Store Maintenance Limited.

A copy of the accident reporting form is attached to this document.

Inform the Store Management Team, who may wish to enter the details of the accident in their accident book.

If the accident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, it is the employers responsibility to report the accident to the Health and Safety Executive (HSE). A copy of the report must also be forwarded to Store Maintenance Limited.

Asbestos

ASBESTOS DUST KILLS

Thousands of people die each year in the UK from asbestos-related diseases, because they breathed asbestos dust many years ago. The victims include people who worked in the building trades.

There is no cure for these diseases.

If you are a carpenter, joiner, shopfitter, plumber, electrician etc and if you do maintenance, repair or refurbishment work on older buildings, you could be at risk from asbestos dust.

THE DANGER

Thousands of tons of asbestos are still in place in older buildings. The danger to you comes from drilling, cutting, sanding or disturbing materials made from asbestos and breathing in the dust.

YOU WILL FIND ASBESTOS

- as a sprayed insulating coating on steelwork and concrete etc
- as lagging on pipes and boilers etc
- as insulation board in walls, on doors and ceilings
- as asbestos cement for roof and wall coverings, pipes and tanks etc
- in some decorative plasters

WHAT YOU SHOULD DO

All operatives working for Store Maintenance Limited are to ensure that the store's Asbestos Management Plan / Asbestos Register are checked, prior to commencing any works.

Competence

Competence is the ability to do the work required to the necessary standard in a safe manner.

This will normally involve relevant skill knowledge, training and experience.

All operatives working for Store Maintenance Limited must be competent for the works they are undertaking.

COSHH

Hazardous substances

Hazardous substances include substances used directly in work activities (adhesives, paints, cleaning agents);

substances generated during work activities (fumes from soldering and welding);

naturally occurring substances (grain dust);

biological agents such as bacteria and other micro-organisms.

Where are hazardous substances found?

In nearly all work environments, for example:

factories;

shops;

mines;

farms;

laboratories;

offices.

Effects of hazardous substances

Examples of the effects of hazardous substances include:

skin irritation or dermatitis as a result of skin contact;

asthma as a result of developing allergy to substances used at work;

losing consciousness as a result of being overcome by toxic fumes;

cancer, which may appear long after the exposure to the chemical that caused it;

infection from bacteria and other micro-organisms (biological agents).

All operatives working for Store Maintenance Limited must ensure that a COSHH assessment is prepared, if necessary, for any substance used.

Dress Code

All operatives working for Store Maintenance Limited must be suitably clothed at all times.

Shirts with slogans or other inappropriate wordings are not to be worn.

Please remember you are an ambassador for Store Maintenance Limited and your appearance may adversely affect the company's image.

Emergency Procedures

All operatives working for Store Maintenance Limited must adopt and comply with the emergency procedures of the stores or centre's that they are working in.

If you are unsure of the procedure, ask a member of the client's management team.

All operatives working for Store Maintenance Limited must be competent for the works they are undertaking.

Make sure that you know the emergency escape routes and assembly point.

You are to comply with any reasonable request from the client.

Environmental Considerations

All operatives working for Store Maintenance Limited must ensure that all waste and debris from the works they are undertaking is removed from the store / centre before they leave.

Ensure that waste and debris is disposed of in a safe and appropriate manner.

Do not deliberately pour and substance into a surface or fowl drain. If an accidental spill occurs, try to prevent it entering the main drainage system and contain the spill.

Hazardous waste will need to be disposed of in accordance with the requirements of the Store Maintenance Limited Health and Safety Policy.

Eye Protection

All operatives working for Store Maintenance Limited must wear suitable eye protection when required by the risk assessment for the works you are undertaking.

High impact goggles must be used to protect against flying particles.

Safety spectacles should be worn for other work activities where dust particles become airborne.

First Aid

All operatives working for Store Maintenance Limited must make suitable arrangements for the provision of first aid.

You may liaise with the store / centre management and enquire if they will cover you while you are working at their premises.

The law requires that every Employer make suitable and sufficient arrangements with regard to first aid.

You should know who the first aider is.

You should have access to a first aid container that is adequately stocked.

You should consider carrying your own first aid container in your work vehicle.

Housekeeping

All operatives working for Store Maintenance Limited must ensure that they leave the client's premises in the same condition as they arrived.

All waste and debris created by your work operations is to be removed.

Ensure that your materials, tools and equipment are placed in a safe position and not placed on traffic routes or emergency escape routes.

All operatives working for Store Maintenance Limited must leave the working area in a clean and tidy state.

Lifting Equipment

All operatives working for Store Maintenance Limited should use lifting equipment to reduce the risk of manual handling.

This may include the use of trolleys, pallet trucks, goods hoist or goods lift.

Lifting equipment used to carry persons or access areas at height are covered in the working at height section of this induction.

Manual Handling

All operatives working for Store Maintenance Limited should avoid manual handling as much as possible and use lifting aids.

Where it is not possible to avoid manual handling a risk assessment must be completed.

Operatives should be trained in lifting techniques to avoid / reduce the risk of injury.

Operatives should seek assistance if the item being lifted is too heavy for one person.

As a guide **ONLY** operatives should not be lifting items in excess of 20kg.

Needles & Syringes

The paraphernalia of illegal drug taking such as used syringes and burnt spoons is now common place in some areas. Operatives undertaking work for Store Maintenance Limited should be vigilant at all times.

Anything that looks suspicious should be reported to the store / centre management team.

Please be aware of the risk of needle stick injuries to operative's skin.

Prevention of contact is the best control measure for this risk as some biological diseases are not curable.

Noise

All operatives working for Store Maintenance Limited should avoid noisy work operations as much as possible.

If works are to be noisy for a period of time, please inform the store / centre management team on the duration of the noisy works and liaise on the appropriate course of action.

When noise levels exceed 80 dB(A) hearing protection should be made available to operatives if they request it.

When noise levels exceed 85 dB(A) hearing protection must be provided by the employer and worn by the operative.

Permits to Work

All operatives working for Store Maintenance Limited must adhere to any permit to work system operated by the store /centre management team.

All Local Authority permits are to be applied for by the contractor undertaking the works and are to comply with and restrictions.

Store Maintenance Limited actively encourages contractors to use their own permit to work systems for electrical works and hotworks.

Personal Protective Equipment (PPE)

All operatives working for Store Maintenance Limited are required to wear the appropriate PPE at all times.

Additional PPE must be worn in accordance with the risk assessment for the works that are being undertaken.

PPE must be supplied to all operatives free of charge, it is the duty of the employer to provide all PPE.

Plant & Equipment

All operatives working for Store Maintenance Limited must ensure that any equipment used is safe and in good repair.

All electrical equipment should be tested and inspected in accordance with health and safety guidance, as detailed in the table below.

Type of business	User checks	Formal visual inspection	Combined inspection and test
Equipment hire	N/A	Before issue/after return	Before issue
Construction (For indication only. See <i>Electrical safety on construction sites</i> ³ for more detail)	110 V-Weekly 230 V mains - Daily/every shift	110 V-Monthly 230 V mains - weekly	110 V - Before first use on site then 3-monthly 230 V mains - Before first use on site then monthly
Light industrial	Yes	Before initial use then 6-monthly	6 - 12 months
Heavy industrial/high risk of equipment damage	Daily	Weekly	6 - 12 months
Office information technology, eg desktop computers, photocopiers, fax machines	No	1 - 2 years	None if double-insulated, otherwise up to 5 years
Double-insulated equipment <i>not</i> hand-held, eg fans, table lamps	No	2 - 3 years	No
Hand-held, double-insulated (Class II) equipment, eg some floor cleaners, kitchen equipment and irons	Yes	6 months - 1 year	No
Earthed (Class I) equipment, eg electric kettles, some floor cleaners	Yes	6 months - 1 year	1 - 2 years
Equipment used by the public, eg in hotels	By member of staff	3 months	1 year
Cables and plugs, extension leads	Yes	1 year	2 years

Risk Assessments

All operatives working for Store Maintenance Limited must work in accordance with the relevant risk assessment and safe system of work.

Store Maintenance Limited has prepared some generic risk assessments for the more general works undertaken, but if they do not cover all of the risks associated with the works they must be amended.

It is the responsibility of every employer to ensure that a suitable and sufficient risk assessment has been prepared for the works and that employees have been informed of the risks they may face.

Safety Signs

All operatives working for Store Maintenance Limited must comply with all safety signs and notices in the stores / centre's.

Operatives are to ensure that where necessary additional safety signs are positioned to inform and warn others to and dangers that you may be creating in the work area.

Safety signs are colour coded in the following manner;

Red & white	Prohibition, this means that you must not do something.
Blue & white	Mandatory, this means that you must do something.
Yellow & black	Warning, this alerts others to hazards.
Green & white	First aid or emergency evacuation routes.

Scaffolding

All operatives working for Store Maintenance Limited erecting, altering or dismantling scaffolding or mobile scaffold towers must be competent to do so.

All scaffolding is to be erected and installed in accordance with health and safety guidance or codes or practice.

All mobile scaffold towers must be used in accordance with the manufacturer's instructions.

Smoking

All operatives working for Store Maintenance Limited must adhere to the smoking policy of the stores / centre's.

All contractors must comply with the legal requirements of a smoke free working environment under their control, this will include company vehicles.

Vibration

Please see attached Health and Safety Executive guidance note INDG 126.

Welfare Facilities

Welfare facilities must be provided in all workplaces, due to the nature of the works undertaken by contractors working on behalf of Store Maintenance Limited it is likely that the stores / centre's welfare facilities will be made available to all operatives whilst working in that particular place.

Operatives should liaise with the store / centre management team as to the exact location of toilets and other facilities.

Operatives are reminded to ensure that if they do use other persons facilities they are to be left in the same condition that you found them, clean and tidy.

Working at Height

The Working at Height Regulations covers all working at height and contractors must follow the simple hierarchy to prevent falls from heights.

Where possible, avoid working at height.

Use suitable equipment when you must work at height.

Where the risk of a fall cannot be eliminated, then use fall arrest equipment to minimise the distance of the fall.

All employers must ensure that;

- All working at height is planned.
- All those involved in work at height are trained and competent.
- That a safe place of work is provided.
- Equipment used for working at height is properly inspected.
- The risks from fragile surfaces are controlled.
- The risk from falling objects is controlled.

Suitable equipment to provide a safe place of work will include scaffolding, mobile scaffold towers, mobile elevated working platforms (MEWP's) and fall restraint systems.

Fall arrest equipment should only be used when none of the above are possible.

Ladders and stepladders should only be used for short duration works, where space is limited and the risk is low.

WARNING

If you are regularly and frequently exposed to high levels of vibration through your hands from the equipment or materials you are working with, it can cause permanent damage to your hands and arms.

This leaflet gives you important advice about avoiding risks from hand-arm vibration (HAV). Please take the time to read it.

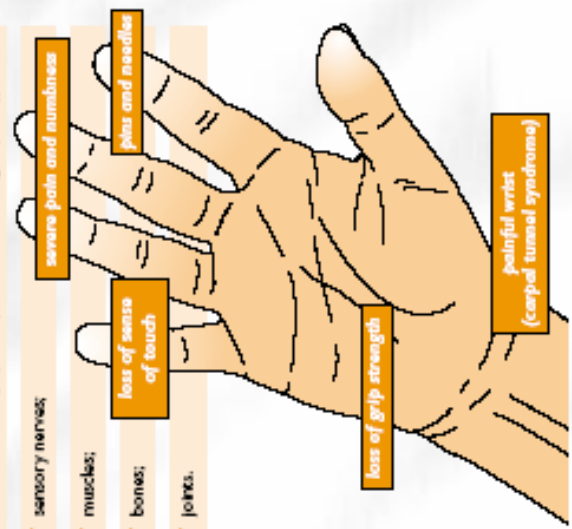
WHAT IS HAV?

HAV is vibration which reaches your hands when you are working with hand-held power tools or hand-guided machinery, or when you are holding materials which are being processed by machinery.

HOW CAN HAV AFFECT MY HEALTH?

Regular exposure to HAV can cause a range of permanent injuries to your hands and arms which are known as hand-arm vibration syndromes (HAVS). The injuries you could suffer include damage to your:

- ▶ blood circulatory system (vibration white finger (VWF));
- ▶ sensory nerves; **severe pain and numbness**
- ▶ muscles; **loss of sense of touch**
- ▶ bones; **joints and needles**
- ▶ joints. **loss of grip strength**



WHAT ARE THE SYMPTOMS?

Vibration white finger

The symptoms of VWF are usually set off when your hands or body get cold or wet. Early on they are mild. The first sign is often an occasional attack when your fingertips become white. If you continue to work with vibrating tools, the affected area can get larger. During an attack, your fingers may also become numb and you may get 'pins and needles'. An attack may end with the whiteness in your fingers changing to a deep red flush which is often very painful.

Sensory nerve damage

Damage to the nerves in your fingers will mean that your senses of touch and temperature are reduced. And you could experience permanent numbness or tingling in your fingers.

Damage to muscles, bones and joints

You may notice loss of strength in your hands and pain in your wrists and arms.

HOW WILL THE SYMPTOMS AFFECT WHAT I CAN DO?

They could limit the work you can do. For example you may not be able to:

- ▶ continue working with vibrating equipment (which would make symptoms worse);
- ▶ work in cold or wet conditions (which could trigger painful attacks);
- ▶ do work requiring finger manipulation (eg handling screws or nails).

They may also affect your family and leisure activities for the same reasons, for example:

- ▶ fishing;
- ▶ swimming;
- ▶ golf;
- ▶ washing the car;

- ▶ gardening;

- ▶ DIY;

- ▶ spectating at football etc;

- ▶ even fastening buttons or sorting out coins.

WHAT CAUSES THE PROBLEM?

Many common tools and processes such as road drills, pedestal grinders, power hammers, chainaws, and riveting and chipping hammers produce high levels of vibration which can cause permanent damage to your hands and arms. The risk of permanent damage depends on a number of things:

- ▶ how high the vibration levels are;
- ▶ how long you use the equipment for;
- ▶ how awkward it is for you to use the equipment;
- ▶ how tightly you have to grip the equipment;
- ▶ how cold and wet you get when using the equipment.

A simple rule is to think you may be at risk if you get tingling or numbness in your fingers during or immediately after use of a vibrating tool or machine.

WHAT CAN I DO TO REDUCE THE RISK?

It is your employer's job to reduce the risk to your health where this can reasonably be done, especially if you have to carry on using high-vibration tools. But you can play a part:

- ▶ Tell your supervisor about any tools or processes which produce high levels of vibration, so that he or she can consider what can be done to reduce the risk.
- ▶ Co-operate with any new ways of working introduced to reduce the risk.



- ▶ making sure that new tools have vibration control built in;
- ▶ modifying existing tools to reduce vibration levels or the grip force needed;
- ▶ arranging work to give you breaks from the vibration (eg job rotation);
- ▶ training you in the correct use of tools and in recognising the early symptoms of injury;
- ▶ arranging advice and routine health checks for you if you use high-vibration tools;
- ▶ helping you to keep warm in the cold (for example by providing heating or suitable clothing and gloves).

FURTHER READING

An HSE leaflet (INDG175 Health risks from hand-arm vibration: Advice for employers (HSE Books 1998) outlining what employers can do is available. Single copies are free and multiple copies are available in priced packs of 10 on ISBN 0 7176 1553 7.

More comprehensive guidance is given in HSE's book HSG88 Hand-arm vibration (HSE Books 1994 ISBN 0 7176 0743 7).

A book of 51 case studies dealing with vibration, HSG170 Vibration solutions: Practical ways to reduce the risk of hand-arm vibration injury (HSE Books 1997 ISBN 0 7176 0954 5) has also been published by HSE

An HSE video, *Hand to handle*, is available which gives an introduction to the risks from hand-arm vibration and how to manage them (HSE Books ISBN 0 7176 1881 1).

The future availability and accuracy of the references listed in this publication cannot be guaranteed.

- ▶ It is important to keep up your blood circulation while working, so:
 - ▶ keep warm at work, especially your hands. Wear warm gloves and extra clothing if you work in the cold. Your blood circulation slows down when you are cold;
 - ▶ don't smoke, or at least cut down just before and while you are at work. Smoking affects blood flow;
 - ▶ exercise your hands and fingers to improve blood flow.
- ▶ Use the right tool for the job. Making do with the wrong tool can mean more vibration, that you have to grip the tool more tightly, or that you have to use the tool for longer.
- ▶ Do not use any more force than necessary when using tools or machines.
- ▶ Try to avoid long periods of using equipment without a break - short bursts are better.
- ▶ Keep your tools and machines in good working order - badly maintained or unrepared tools may produce more vibration, so ask your supervisor to make sure they are properly serviced and quickly repaired.
- ▶ Take an active part in your employer's health and safety training.
- ▶ Talk to your health and safety representative.
- ▶ Don't ignore symptoms. It is important to do something about them before they become a problem. Tell your supervisor, see your own doctor or the works' nurse or doctor (if there is one). Explain about your job and show them this leaflet. If they give you any advice, take it. Go for routine medical check-ups if your employer provides them.

WHAT CAN MY EMPLOYER DO?

- Your employer should reduce the risk wherever this is reasonably practicable by, for example:
- ▶ seeing if the job can be done without using high-vibration tools;

ACCIDENT REPORT FORM

Please note this form is intended to establish the cause of the accident in order that controls implemented prevent a further occurrence in the future. This form is to be copied to Head Office. (Please notify directly by telephone)
 The name of the person who had the accident.

<i>Full name</i>	<i>Occupation</i>
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About you, the person filling in this form.

<i>Full name</i>	<i>Position</i>
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About the Accident. When & where it happened.

Date	/	/	Time
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About the Accident – What happened? *Say how the accident happened. Give the cause if you can. In the event of any personal injury, say what it was and the first aid given if any. N.B. Please complete on a separate piece of paper if required.*

Outline all controls that have been implemented in order to prevent recurrence. *N.B.*
Please complete on a separate piece of paper if required.

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Reporting of injuries, diseases and dangerous occurrences 1995
 Complete the box if the accident is reportable under RIDDOR.

Who Reported:	Date reported:
How reported:	

Witnesses

Name:	Occupation:
<i>Address:</i>	

Give a brief description of how the accident occurred

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Please return a copy of the signed form on the previous page to:

**Store Maintenance Limited
3rd Floor
501 High Road
Ilford
Essex
IG10 1TZ**