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SAFETY STATEMENT

ABC Company

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PREVIEW

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Disclaimer.

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1.1 APPLICATION

This Safety Statement has been developed to assist ABC Company comply with relevant H&S standards and to ensure that clients are fully aware of ABC Company's commitment to high standards in H&S.

1.2 OBJECTIVES OF THE SAFETY STATEMENT

To provide a reference for the policies and procedures used in house and at any Client sites. It is also used to assess and audit the levels of health and safety being achieved.

To provide evidence that the policies and procedures to ensure health and safety objectives are met and have been thought out and documented in order to help those who must execute them.

To provide a control document to record the pertinent changes to the Company Safety Statement, which become necessary due to the changing business environment.

To help identify training requirements that needs to be fulfilled in order to generate suitably qualified personnel to carry out the policies and procedures contained within the document.

To provide assurance that compliance with legal requirements for health and safety are being met or exceeded.

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1.3 COMPANY SAFETY STATEMENT

The general Statement on this page sets out the Safety Policy of ABC Company.

It is this Company's intention that its work will be carried out in accordance with:

- ✓ The relevant statutory provisions of the Safety, Health & Welfare at Work Act 2005
- ✓ The Safety, Health & Welfare at Work General Application Regulations 2007 (and all other regulations made under the 2005 Act that may be relevant to ABC Company)
- ✓ The Construction Regulations 2013

All reasonable practicable measures will be taken to minimise risk to employees or others who may be affected by company activities.

ABC Company have appointed Manager 2 as having responsibility for managing Health, Safety & Welfare, on a day-to-day basis. Reference should be made to Manager 2, in the event of any difficulty arising in the implementation of this policy.

The Success of the policy will depend on the co-operation of all employees. It is therefore important that you acquaint yourself with all areas of the Safety Statement. You should ensure that you understand your role and the overall arrangements for Health & Safety within the Company and within your individual area. You should also be aware that you have an obligation to take care of your own safety and that of others that might be affected by your actions.

Signed: _____
Manager 2

Date: _____

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1.4 Policy Statement:

The Management of ABC Company is committed to, protecting the Safety, Health and Welfare of all employees at work, avoiding product loss, preventing property damage and ensuring its processes will not damage the environment. The company shall take all reasonable and practicable steps to protect members of the public who may be affected either directly or indirectly by its activities.

All reasonable and practicable steps shall be taken through occupational risk assessment to ensure that workplace conditions, practices and procedures are safe and in compliance with relevant safety, health and welfare legislation.

It is our policy when purchasing raw materials, making process alterations, altering (by approval) existing equipment or changing a system of work; to study each proposed change to ensure that it is safe in so far as reasonably practicable.

All employees shall be adequately trained, supervised and equipped to carry out their duties and responsibilities in a safe manner, with all operating procedures clearly outlined. All employees will have access to the company's safety statement and should ensure that they are familiar with its content.

The company shall provide where necessary suitable protective clothing, equipment and training where hazards cannot be eliminated using all reasonable practicable steps.

Accidents/incidents reported shall be investigated by Management to determine the corrective action necessary to prevent recurrence.

Manager 2 and any sectional Manager shall implement this policy in all work areas and ensure that all managers and employees understand their responsibilities and cooperate with the implementation of this policy.

This statement shall be communicated throughout the organisation by consultation with the employees and be revised as often as is necessitated by changes in legislation or the addition of new processes and equipment and all resources shall be provided to ensure its full implementation.

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The table below is a record of all revisions made to the safety Statement

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1.6 Insurance Requirements

As with all commercial operations ABC Company have a range of insurances in place. The following are the details of same:

Professional Indemnity

- Broker _____
- Insurance Company _____
- Amount € _____

Employer's Liability Insurance

- Broker _____
- Insurance Company _____
- Amount € _____

Public Liability

- Broker _____
- Insurance Company _____
- Amount € _____

Motor Insurance

- Broker _____
- Insurance Company _____

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COMPANY STRUCTURE FOR HEALTH AND
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PART 2

Detailed Responsibilities of Personnel carrying out functions of Part
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2.1 MANAGEMENT CONTROL SYSTEM

ABC Company is a specialist company working in the area of contract cleaning for clients that range from commercial to domestic.

The Safety Policy is central to setting up an effective Safety Management System within a company. The objective of the Safety Management System is to satisfy our legal responsibilities and to exercise greater control of health and safety within our organisation, to protect people and control the business.

Management points that may be measured:

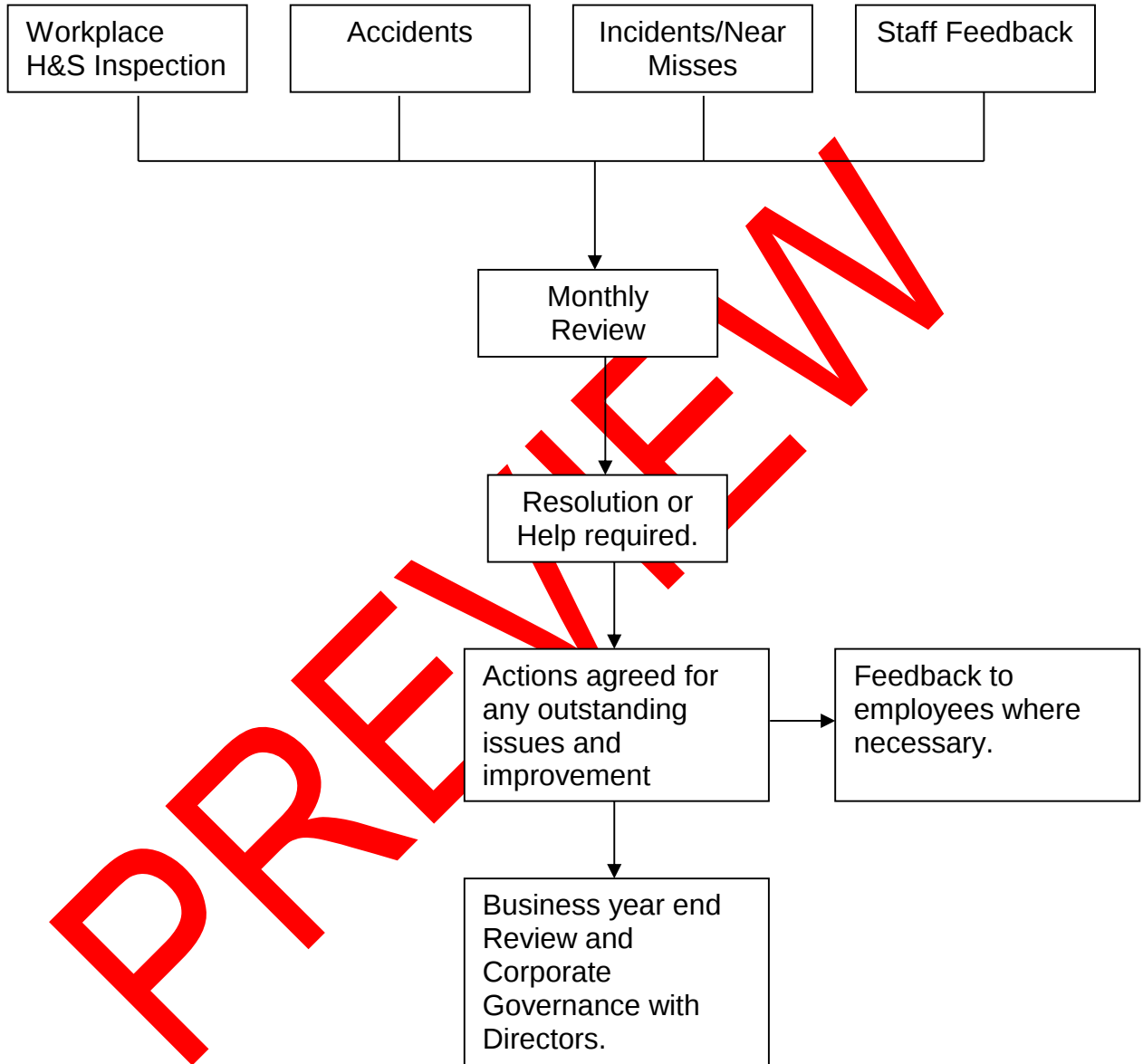
1. Workplace safety and housekeeping inspections
2. Staff suggestions and query forms
3. Induction and ongoing training
 - 3.1. First aid – as necessary
 - 3.2. Fire Warden/Marshall – as necessary
 - 3.3. Manual Handling – as necessary
 - 3.4. Working at Height/Ladders, etc.
 - 3.5. Chemical training by our chemical supplier
4. Safety critical equipment maintenance records
 - 4.1. Harnesses
 - 4.2. Vehicles
 - 4.3. Fire extinguishers
5. Fire drill records
6. Risk assessments
 - 6.1. Initial assessments from xx/xx/xx
 - 6.2. Annual reviews after xx/xx/xx
7. Monthly Safety review
 - 7.1. Minutes
 - 7.2. Action points
 - 7.3. Outstanding issues resolved
8. Safety Statement
 - 8.1. Implementation on xx/xx/xx
 - 8.2. Annual reviews after xx/xx/xx
9. Annual Manager 2's report

Records of all of the above points will be held within the main Safety Management Folder. This folder is maintained by Manager 1.

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Health and Safety Management process for ABC Company

Process flow below indicates how Health and Safety issues and procedures are handled.



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2.2 MANAGER 2

- ❑ Manager 2 will be responsible for implementation of the procedures within the Safety Statement.
- ❑ Manager 2 bears the ultimate responsibility for ensuring that staff are given correct information and training for them to do their job effectively.
- ❑ Responsible for ensuring that staff are supported in enabling them to reach the correct decisions in respect of health and safety matters.
- ❑ Supervise the Company Health and Safety programme.
- ❑ Review all safety rules bi-annually and, when necessary, recommend suitable changes.
- ❑ Investigate all major accidents and damage to Company property and recommend action.
- ❑ Ensure that accident records are maintained.
- ❑ Ensure that records of hazards/near miss reports are maintained.
- ❑ Ensure that the systems for ensuring that fire precautions are adequate.
- ❑ The Health, Safety, and Welfare of all employees are not compromised when all other performance standards are set.
- ❑ That adequate funding is reserved to meet regulatory needs of safety and health.
- ❑ That management will lead by example in adhering to stated policies to achieve the Company's aim to reduce accidents and health exposures.

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2.3 Manager 1

- ❑ Regularly inspect the workplace to ensure that the programme is being complied with and make recommendations directly to all employees in matters concerning Health and Safety.
- ❑ Ensure the review of Health and safety on a monthly basis.
- ❑ Review the Staff suggestion and query forms weekly.
- ❑ Control Sub-contractor work on the premises.
- ❑ Supervise the Company Health and Safety programme.
- ❑ Get the assistance of all management in monitoring the effectiveness of the Company Safety Statement.
- ❑ Review all safety rules on a regular basis and, where necessary, recommend suitable changes.
- ❑ Assist in the induction and safety training of new employees.
- ❑ Inspect and maintain records of hazards/near miss reports.
- ❑ Monitor the systems for ensuring that fire precautions are adequate.

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2.4 MANAGERS/SUPERVISORS

All Managers will be responsible for planned implementation of effective health and safety standards within their area of operation.

Managers bear the responsibility for ensuring that staff are given correct information and training for them to do their job effectively and that their work targets are realistic and do not compromise health and safety requirements.

They are also responsible for ensuring that staff reporting to them are supported in enabling them to reach the correct decisions in respect of health and safety matters.

SPECIFIC RESPONSIBILITIES OF ALL MANAGERS

- ❑ Ensure that all procedures are complied with for all new employees.
- ❑ Implement an efficient communication procedure so that all Personnel are aware of workplace standards as measured against the Company's Safety Policy and are provided with information on accidents and other safety, health and welfare information.
- ❑ Plan and co-ordinate safety training in liaison with the Manager 1 and check that it is effective.
- ❑ Plan and supervise all work processes in a safe manner and in accordance with the standards set out in the Safety Statement.
- ❑ Ensure that all employees directly under your control are aware of their specific responsibilities.
- ❑ Provide assistance to staff in carrying out their responsibilities, particularly in determining the most appropriate order and methods of working.
- ❑ Where work is of a nature not normally carried out by the Company, then identify hazards and, if necessary, arrange for written instructions to be issued, regarding safety sequence, method of work and precaution to be taken, to the person in charge of the work.
- ❑ Allocate work in such a way that health and safety standards are not compromised.
- ❑ Know the location of the First Aid Box.
- ❑ Ensure that you know the procedure in the event of a fire.
- ❑ Report any accident or damage, however minor, to senior management.
- ❑ Commend Employees who by action or initiative eliminate hazards.

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2.5 All Employees

- ❑ All Employees are to co-operate with management in the wearing of the correct safety equipment, using the appropriate safety devices and following proper safe systems of work.
- ❑ All Employees are to co-operate in the investigation of accidents and the reporting of them and also the reporting to their supervisors of any local hazards of which they become aware.
- ❑ All Employees will be encouraged to promote ideas on the improvements of health and safety standards and also provide suitable suggestions for reduction in risks.
- ❑ All Employees are forbidden to interfere with or misuse any specified items of safety equipment or any safety device.
- ❑ All Employees are required to take care of their own health and safety and they should not indulge in horseplay, wilful unsafe acts or carry out or play practical jokes on other employees.
- ❑ Employees found guilty of wilful unsafe acts may be liable to summary dismissal.
- ❑ Employees are advised that strict requirements under the Health and Safety at Work Act can be used by the enforcing authorities against such persons if found guilty of reckless behaviour.
- ❑ All employees must clean up their working area or assist in tidying up thereof and also to help maintain clear passageways and maintain high standards of local housekeeping and hygiene.
- ❑ Do not smoke in designated "No Smoking" areas and dispose of spent matches, cigarette ends etc. properly.
- ❑ Know the location of the First Aid Box.
- ❑ Ensure that you know the procedure in the event of a fire.
- ❑ Report any accident or damage, however minor, to management.

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2.6 OFFICE BASED STAFF

- ❑ Read and understand the Company's Safety Statement and carry out your work in accordance with its requirements.
- ❑ Do not try to use, repair, or maintain any office equipment or machinery for which you have not received full instructions or training.
- ❑ Report any defects in office equipment or machinery immediately.
- ❑ Know the location of the First Aid Box.
- ❑ Ensure that you know the procedure in the event of a fire.
- ❑ Report any accident or damage, however minor, to management.
- ❑ Ensure that corridors, office floors, doorways etc. are kept clear and free from obstruction.
- ❑ Do not attempt to lift or move, on your own, articles or materials so heavy as likely to cause injury.
- ❑ Do not attempt to reach articles on high shelves unless using steps or a properly designated hop-up: do not improvise or climb.
- ❑ Suggest ways of eliminating hazards and improving working methods.
- ❑ Do not smoke in designated "No Smoking" areas and dispose of spent matches, cigarette ends etc. properly.

Guidance on workstations for office workers

The Company believes that our present level of activity and use of Visual Display Units (VDUs) represents no health and safety hazards to its employees greater than any other electrical appliances including the danger of tripping over loose cables or possible electric shocks. Nevertheless, there are guidelines for users of VDUs and indeed all desk-related activities, which we commend to office staff e.g.

- ❑ Avoid slouching and keep the curve in the lower back.

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- ❑ Adjust the seat's backrest to support the lower back.
- ❑ Sit right back in the chair to gain adequate support.
- ❑ Use a footrest if the seat is too high.
- ❑ Rest the upper body when the routine allows, try to vary your work pattern so that the body uses a different position every 20 minutes.
- ❑ Where screens are involved change the screen angle to suit the sitting height.
- ❑ Avoid locations where VDUs will pick up sunlight or reflections.
- ❑ Adjust the height of the seat until the forearms are horizontal with the desk.
- ❑ Align hands with forearms and work with straight wrists.

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2.7 CONTRACTORS (Generally used when ABC Company engage sub-contractors on their behalf).

The following responsibilities are allocated to contractors to whom ABC Company assigns work on their behalf:

- All contractors must submit their Safety Policies and Insurances to ABC Company for approval prior to being awarded any works.
- All Contractors will be expected to prepare a Method Statement appropriate to the works they will be engaged in.
- Where Appropriate no contractor may be allowed to commence work on a client site prior to being issued a Permit to Work by the Client.
- All contractors will be expected to comply with the ABC Company Policy for Health, Safety and Welfare and must ensure that their own Company's policy is made available to the ABC Company and the Client whilst work is being carried out.
- All work must be carried out in accordance with relevant statutory provisions, the Company's Contractor's Rules and taking into account the safety of others on the Client site.
- All staff sent to work at a Client site by a contractor must have received appropriate health and safety training from their employer. They must also have access to relevant Risk Assessments and method statements as necessary.
- All plant and equipment brought onto site by contractors must be safe and in good working order, fitted with any necessary guards and safety devices and with any necessary certificates available for checking.
- Any injury sustained by a contractor's employee must be reported immediately to management at ABC Company and the Client's H&S Manager.
- Contractors must comply with any safety instructions given by ABC Company management.
- Contractors must take all reasonable steps to avoid interference by mobile plant.

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ARRANGEMENTS FOR SAFE WORKING

PART 3

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3.1 RESOURCES

The management of ABC Company recognises that for the effective implementation of the safety procedures and policies laid down in this Safety Statement, adequate resources and funding must be made available.

The Management of ABC Company undertake:

- To ensure that adequate numbers of suitably trained staff are available to undertake all work activities carried out by the company.
- To include health and safety considerations into all annual estimates for the running of the company.
- Undertake that in so far as is reasonably practicable resources shall be made available for any upgrading, maintenance, replacement and repair of facilities
- Undertake to provide resources for the ongoing monitoring of health and safety and for the provision of information and training of all staff in health and safety.

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3.2 SAFETY INDUCTION

This procedure will be carried out by the manager of the work place where the new employee will be required to work, or by the Safety Manager of the site to be worked in.

Apart from explaining to the new employee what he/she will be required to do and to whom he/she will be directly responsible the following points require highlighting:

1. Show new employee where the Safety Statement is kept, explain its purpose and ensure that the employee is aware of his/her responsibility.
2. Advise new employee of any potentially dangerous areas in the client's work place.
3. Warn new employee of any prohibited actions or areas in the work place, e.g. operating machinery unless authorised to do so.
4. The training and instruction required for each individual must be considered. Manager 1 will arrange for specific training to be given to an employee.
5. Show new employee the location of the First Aid Box and explain the procedure in the event of an accident, in particular the necessity to record accidents, however trivial they may appear at the time.
6. Demonstrate to the new employee the fire and evacuation procedure and assembly points at the client premises.
7. Instruct the staff member in relation to any job specific risk assessments.

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3.3 TRAINING

HAZARDS

Inadequately trained staff are a hazard to themselves and their co-employees. The management at ABC Company shall identify the training needs of their staff and ensure they are fulfilled.

It is the Policy of ABC Company that every employee will receive safety training on an ongoing basis. All new personnel will receive safety training as part of their induction. Staff training is not only concerned with imparting facts but also with notifying staff to face up to their responsibilities and to be equipped to deal with emergencies.

Training will include safety induction and safety awareness, manual handling training and First Aid training.

All the safety training received will be monitored and updated by the Manager 2. This training will be recorded and tracked.

ABC Company will keep training records to include:

1. Name of the employee being trained.
2. Date of training.
3. Training details.
4. Signature of the trainer and employee to ensure that the training has been carried out, documented and understood.

Staff will be trained to spot and act on hazards and encouraged to consult with management on health and safety issues.

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3.4 SAFETY CONSULTATION

Section 13 of the 2005 Act places a general obligation on ABC Company as employer to consult with and to take account of any representations made by the employees for the purpose of giving effect to its statutory duties.

To facilitate consultation on issues relating to the individuals safety at work, the company operates a Suggestion or Query form.

A folder of blank forms is held in the general office. Staff members complete a form as needed. The forms are reviewed on a weekly basis by Manager 1.

Manager 1 will seek more information as necessary from the relevant staff member and will then agree any actions arising from the Suggestions or Concerns with Manager 2 if necessary.

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3.5 SAFETY REPRESENTATION

In agreement with the 2005 Act the employees may select and appoint a person, to be called a Safety Representative, from their numbers at their place of work to represent them in consultations with ABC Company.

The rights of the Safety Representative include:

1. Information from the employer as necessary and particularly from the Safety Statement, to ensure the Safety Health and Welfare of employees.
2. To be informed by the employer of a visit by the H.S.A. Inspector.
3. Investigate accidents and dangerous occurrences provided it does not interfere with the performance of any statutory obligation required to be performed by any person.
4. Make representations to and receive advice from the H.S.A.
5. Carry out inspections and investigate hazards and complaints subject to agreement.
6. Accompany a H.S.A. Inspector on any visit except when this is for accident investigation.
7. Time off as may be reasonable to act as Safety Representative or to acquire the knowledge to carry out that function.

ABC Company will facilitate the Safety Representative in carrying out their functions as defined in the Act and as outlined above.

Currently the staff have not elected a representative, if they do so in the future the position will be recognised by the company. After that time, all representations by the Safety Rep must be made to the company via the Foreman.

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3.6 FIRST AID

CONTROL MEASURES

In most situations we will make use of the First Aid facilities at the client's premises. We will also make arrangements with the Client to allow their first aiders treat our staff if necessary.

All supervisors will have first aid kit in their vehicles.

The exact location of the First Aid box must be known by all employees and a specific notice, identifying its whereabouts, must be posted to include names of qualified First Aiders.

It is the company's policy that First Aiders shall be appointed who have certificates of qualifications in Occupational First Aid to ensure adequate cover for all activities.

The first aid boxes are suitably marked and easily accessible. The location is follows;

- ☐ General office
- ☐ Vehicles
- ☐ The First Aid Boxes is inspected on a weekly basis by the driver. This check and replenishment is recorded and kept on file.
- ☐ It is the company's policy that First Aiders shall be appointed who have certificates of qualifications in Occupational First Aid to ensure adequate cover for all activities. This policy shall not be activated until there is a suitable number of employees at a fixed location.
- ☐ When employees are carrying out an installation at a Client premises, they shall seek the advice and assistance of the Client First Aider if necessary.
- ☐ It should be noted that First Aiders are not empowered to dispense analgesics, pills, or medications. Supplies of such items will not be in first aid boxes. Individual employees who believe they might have a need of these items must be responsible for their own supplies.

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The following contents are required in a first aid box:

- ☐ Card giving general first aid guidance.
- ☐ Individually wrapped sterile adhesive dressings.
- ☐ Sterile eye pads, with attachment, e.g. Standard Dressing No. 16 BPC.
- ☐ Triangular bandages (sterile).
- ☐ Safety pins.
- ☐ Blue Plasters
- ☐ A selection of Unmedicated wound dressings which should include:
 - ☐ Medium size sterile unmedicated dressings (approx. 10cm x 8cm, e.g. Standard Dressings Nos. 8 and 13 BPC).
 - ☐ Large size sterile unmedicated dressings (approx. 13cm x 9cm, e.g. Standard Dressings Nos. 9 and 14 BPC and the Ambulance Dressing No. 1).
 - ☐ Extra large sterile unmedicated dressing (approx. 28cm x 17.5cm, e.g. Ambulance Dressing No. 3).
- ☐ It is also recommended that a pair of latex gloves be included in each first aid kit for use by the first aider.

PROCEDURE & RECORD KEEPING

- ☐ In the event of an accident, a qualified first-aid person will be responsible for dispensing any first aid material.
- ☐ All issues of first aid consumables and the relevant treatment must be entered on the accident report form.
- ☐ The relevant trained first-aid person with Manager/Supervisor on duty will be responsible for completing the form.

First aiders

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3.7 REPORTING OF ACCIDENTS, DISEASES AND DANGEROUS OCCURRENCES

All accidents and dangerous occurrences must be reported.

- ❑ Accident report Form
 - ❑ The accident report form must be completed for all accidents. Copies of this form are available from Manager 1.
- ❑ Health & Safety Authority
 - ❑ If an accident occurs either at the place of work or related to a place of work or work activity and causes loss of life to a person who is employed by the Company or disables any person for more than three days from performing his/her normal duties of employment, then written notice must be given to the Health and Safety Authority by Manager 1.
 - ❑ If the accident is fatal, then the scene of the accident must be left undisturbed for three days after notice has been given, other than for rescue purposes.

CONTROL MEASURES

- ❑ All Accidents, near misses and Dangerous Occurrences
 - ❑ Management, in consultation with the First Aid person, will decide upon the immediate action required in the event of an accident. A medical opinion should be sought in all but the most trivial of injuries.

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3.8 WELFARE FACILITIES

The Client's Site Management (where applicable) will ensure that adequate welfare facilities are provided on the premises for all personnel.

Adequate toilet facilities shall be provided and maintained in a good clean hygienic condition at the base office.

Adequate washing facilities and washing and drying materials/equipment shall be provided and maintained at the base office.

Arrangements for eating foodstuffs shall be provided in the form of a canteen/tea room facility on the premises.

An adequate supply of drinking water shall be provided on the premises.

Adequate cloakroom facilities shall be provided for the storage of wet coats, etc. at the installation location.

When working out on the road, employees will use public conveniences as needed.

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3.9 PERSONAL PROTECTIVE EQUIPMENT

ABC Company shall ensure that all employees use Personal Protective Equipment where required. See individual risk assessments in Part 4 for specific details.

HAZARDS

- Physical Exposures
- Chemical Exposures
- Machine exposures

CONTROL MEASURES

All safety equipment purchased by the Company will be to approved standards.

ABC Company will ensure that adequate supplies of all the necessary protective clothing and equipment is available for issue as required and that when issued to employees, a signature is obtained for the equipment.

Management will inform any person in the workplace observed carrying out any procedures which require the use of protective clothing or equipment of both statutory and Company Policy requirements and such persons will be instructed not to continue working until protective clothing or equipment is obtained and used. This applies not only to all employees (including management) but also to contractors.

All PPE is signed for upon issue and replacement PPE may not be issued unless the damaged item has been returned for inspection.

3.10 PERMIT TO WORK SYSTEM

ABC Company personnel will complete site permits as required by the clients Site Safety Manager.

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3.11 SMOKING POLICY

The Public Health (Tobacco) (Amendment) Act 2004 became law on Monday 29th March 2004. This means that smoking will not be permitted in any enclosed workplace.

In order to comply with the above legislation and for other Safety and Health reasons, it is the policy of ABC Company that all of our work areas are smoke free. The Organisation recognises that all employees have a right to work in a smoke free environment. All staff have a legal obligation to comply with the legislation. All ABC Company employees will adhere to the controls in place at the client's place of work.

IMPLEMENTATION

The overall responsibility for the implementation of this policy rests with the occupier, manager or other person designated, for the time being, in charge of the workplace. All staff have an obligation to adhere to, and facilitate the implementation of this policy.

The person in charge for the Client site is Client H&S Manager. He/She shall inform all existing employees, trainees, consultants and contractors of the policy and their role in its implementation. All new and prospective employees, consultants and contractors shall be given a copy of the policy on hiring, recruitment/induction by the person in charge.

INFRINGEMENTS

Infringements of the No Smoking policy will be dealt with, in the first instance, under employee disciplinary procedures. Employees, trainees, consultants, contractors, customers and visitors who contravene the law prohibiting smoking in the workplace are also liable to prosecution.

SMOKING CESSATION

Information on how to obtain help quitting smoking is available from the National Smokers Quitline on callsave 1850 201203 or the Health Promotion Department of local Health Boards.

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3.12 DRUGS AND ALCOHOL POLICY STATEMENT

ABC Company recognises that alcohol, drugs, or other substance abuse by individuals can have an adverse effect on their ability to perform work and consequently put themselves, the Company and others at significant risk.

All Employees, Contractors, Sub - Contractors and Visitors must be able to perform their duties whilst on company business, or when they are in Company premises/ work areas in such a manner that will not affect their safety or the safety of others by acts or omissions.

If the Company has reasonable grounds to suspect that an Employee or Contractor or Sub Contractor is under the influence of alcohol or drugs (illegal or misused legal substances), disciplinary action will be taken which may lead to dismissal of the individual concerned.

The possession, distribution or sale of drugs or any associated materials whilst you are on company property, company owned vehicles or other off site locations, will lead to disciplinary action being taken.

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3.13 Bullying at Work Policy

ABC Company management recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for our employees. As part of our policy of maintaining good employer practice Manager 2 wishes to clearly state that bullying of any kind will not be tolerated.

Bullying at work is defined as: 'Persistent criticism and personal abuse, both in public and in private which humiliates and demeans the individual, gradually eroding their sense of self. Bullying can be best described as repeated inappropriate behaviour, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once off incident is not considered to be bullying.

ABC Company will strive to ensure that all employees are free to perform, their work in an environment, which is free from threat, harassment and intimidation. All complaints of objectionable or offensive behaviour should be made to Manager 1, Manager 2 or the Safety Representative.

ABC Company gives the undertaking that it will investigate all complaints sensitively and will resolve locally, if possible, the source and cause of the bullying behaviour. If the circumstances warrant it, the Company will not be deterred in invoking the formal disciplinary / grievance procedures.

All employees are invited to strive in ensuring that our working environment remains a pleasant and friendly atmosphere.

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3.14 Young persons and inexperienced workers policy

ABC Company does not employ Apprentices. ABC Company does not employ inexperienced workers. ABC Company do not offer work experience places to local schools, colleges, etc.

New employees receive in-house induction training and spend an agreed period of time with a supervisor.

All employees on cleaning teams are subject to specific client inductions by the relevant client managers or safety managers.

Cleaning crews are supervised at all times by an experienced supervisor.

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HAZARD IDENTIFICATION AND CONTROL MEASURES

PART 4

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4.1 HAZARD INSPECTIONS

The management of the Company recognises that its activities and premises may present Health and Safety risks and shall identify the areas where control measures are required. Identification of hazards shall be undertaken at regular intervals and management shall take all practicable control measures to reduce the risks to its staff and visitors.

Hazards will be identified, risk assessments made and categorised as per our risk assessment formula.

HAZARD IDENTIFICATION AND RISK ASSESSMENT

- ❑ The policy of the Company is to identify hazards in the place of work and to assess the risk to Safety and Health and to control risks as far as is practicable so that they are reduced to an acceptable level.
- ❑ “Hazard” is taken to mean “any substance, article, material or practice, which has the potential to cause harm to the Safety, Health or Welfare of employees at work.”
- ❑ “Risk” is taken to mean “the potential for the hazard to cause harm in the actual circumstances of use.”
- ❑ Risk Assessment is based on the linking of the probability of occurrence with the severity of loss and/or injury. In this exercise, risks are graded “High,” “Medium” or “Low” and numerically rated using the formula below. This is to help with the giving of priority to the employment of controls and the allocation of resources.

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The formula to be used for conducting risk assessments, assessing the risk from observed infringements/hazards or after an Audit, is shown here. Very minor injuries should score 1 while very serious ones will score higher, personal judgement is needed here. Likewise with the likelihood, 1 is very unlikely that anybody would be exposed to the hazard, while 7 means definite exposure to the hazard. Again personal judgement is needed.

Once the two scores are agreed they should be multiplied, thus giving a risk rating between 1 and 42.

Scores:

1-6 = Very Low risk

7-12 = Low Risk

13-18 = Low to Medium Risk

19-24 = Medium risk

25-30 = Medium to High Risk

31-36 = High Risk, stop the activity and implement immediate controls.

Over 36 = Very high Risk, stop the activity and implement immediate controls.

Risk Calculation Matrix

	How likely is an injury						
	1	2	3	4	5	6	7
How serious will the injury be	1						
	2						
	3						
	4						
	5						
	6						

Notes:

Hazards = Things that can cause an injury.

Risk = The likelihood of an injury happening.

☐ Risk Control.

Control measures are intended to reduce the risk to an acceptable level.

☐ Where practicable the Company commits itself to the elimination of hazards, whether that is by the provision of access arrangements, machine guarding or the provision of special tools etc.

This approach will take into account normal good practice within this sector of industry and the standards and guidelines where these are available.

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4.2 FIRE

FIRE HAZARDS

Fire and Emergency plan for the Client site will be followed by the ABC Company employees. However, in general, the fire safety arrangements for ABC Company are set out below.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

A Fire Safety Programme shall be developed when appropriate by management to:

- (a) Guard against an outbreak of fire
- (b) Ensure as far as is reasonably practicable the safety of persons (including members of the public) on the premises in the event of an outbreak of fire.

The Fire Safety Programme shall incorporate arrangements for:

- (a) The prevention of an outbreak of fire through the establishment of day to day fire prevention practices.
- (b) The instruction and training of staff to familiarise them with fire and emergency evacuation procedures, fire call points and use of fire fighting equipment.
- (c) The holding of fire and evacuation drills.
- (d) The provision and maintenance of escape routes, free from obstruction and all exits unlocked and operational.
- (e) The provision of adequate fire protection equipment and systems.
- (f) The inspection and maintenance of the fire protection equipment systems.
- (g) The provision of assistance to the fire authorities.

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- (h) The maintenance of good housekeeping practice to ensure the removal of all combustible rubbish.
- (i) The testing and maintenance of electrical installations, prohibition of portable heating appliances, and ensuring that all electrical equipment is switched off and unplugged when not in use.

A fire safety register will be maintained by the Company.

4.2.1 FIRE FIGHTING EQUIPMENT

The purpose of portable fire fighting equipment is as follows:

1. Extinguish incipient fires
2. Protect means of escape in case of fire
3. Protect employees and visitors
4. Protect property.

Portable Fire Extinguishers

Portable fire extinguishers will be provided in sufficient numbers to give adequate cover as per the advice of our Fire Protection Company.

Action in the event of fire

1. Clear everyone from the immediate vicinity of the fire except those actually authorised to engage in fire fighting.
2. Alert other staff in the immediate area of the fire. Contact the Fire Brigade, giving them the address clearly and any other directions necessary. Advise the Manager or Deputy pending arrival of the Fire Brigade.
3. If there is no danger by doing so, try to put out the fire with the apparatus provided, but remember our equipment will only be effective on a small fire - you must catch it before it gets hold.
4. Use the break glass fire alarm.
5. The manager of the area will order evacuation of the building as soon as it becomes apparent that the fire or smoke is spreading.

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6. Employees should not delay their departure to collect personal belongings from another part of the building and should assemble at the designated assembly point so that they can be quickly accounted for.
7. Make sure that the building is cleared of employees and visitors. Close doors. See that no unauthorised person enters the building.

4.2.2 MEANS OF ESCAPE IN CASE OF FIRE

It is essential that escape routes be established, clearly identified and maintained available for use and that the protection afforded them is not impaired in the operation of the premises.

No person shall obstruct a means of escape. Fire exit routes and doors must never be obstructed.

4.2.3 FIRE ALARM SYSTEM

The following details shall be entered in a log book:

- (a) Causes of all alarms (genuine, practice, test etc.)
- (b) Any faults which develop
- (c) Any period of disconnection
- (d) Nature of work (inspection, maintenance or test)
- (e) Any further action required
- (f) Name of person responsible.

4.2.4 FIRE DRILL

A fire drill shall be undertaken at least twice per year.

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4.3 ACCESS AND EGRESS

HAZARDS

ABC Company staff will adhere to all rules regarding access and egress on the Client Site site. However, set out below are the general arrangements for the company.

Inadequate access and egress facilities can result in:

- Restriction of an orderly evacuation of the premises
- Trips and falls
- Obstruction of emergency exits

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

All doors and access points shall be kept clear and maintained.

All passageways shall be kept clear of obstruction.

All floor covering and surfaces shall be kept clean and in good condition.

Adequate lighting shall be provided at all entry, exit points and along corridor and passageways.

Waste shall be removed regularly and systematically stored in a secure place until collected for disposal.

It is vital that all fire escape routes are not obstructed at any time.

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4.4 HOUSEKEEPING

HAZARDS

Poor housekeeping can pose a wide variety of risks to health and safety.

- Trips:- Materials left lying in the open
- Slips:- On a greasy floors, slippery material strewn around
- Falls:- Use of materials for accessing higher work areas.
- Collisions:- Blockage of access aisles with materials
- Objects falling on people:- Improper stacking of materials
- Fire:- Inadequately and infrequent disposal of combustible rubbish.

Risk Assessment:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Foremen will ensure that access routes are planned, and storage is programmed to ensure that excess materials are not stored on site, storage areas are defined, staff/sub-contractors are made aware of the Company requirements with regard to storage, clearing up and tidiness.

Employees must maintain the workplace in a tidy condition at all times.

Managers will ensure that stacking areas are prepared and that materials are stored so as not to create difficulties.

Employees will ensure that all waste materials in and around the premises are cleared and disposed of safely.

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4.5 MANUAL HANDLING

HAZARDS

- Incorrect method of lifting
- Attempting to lift something which is too heavy
- Lifting sharp/awkward shapes

The main injuries associated with manual handling and lifting are:

- Back strain, slipped disc.
- Hernias.
- Lacerations, crushing of hands or fingers.
- R.S.I.
- Bruised or broken toes or feet.
- Various sprains, strains, etc.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Loads which must be manually handled shall be assessed on the basis of their risk to health and safety and due caution exercised where there is a risk of back injury etc. The method of handling shall take account of the size, weight, shape, condition and position of the load to be handled.

Where possible measures shall be taken to reduce the amount of manual handling to a minimum and mechanical handling devices supplied and used in so far as is reasonably practicable.

All appropriate staff shall be trained in safe manual handling techniques. Staff are initially trained using the Simple Safety Series from the HSA (download from www.hsa.ie). Follow up training is by an external Manual Handling Trainer.

Where loads have to be manually handled, safe access shall be assured.

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Precautions

1. Manual Lifting Procedure

1. The Lift

The key factors in safe lifting are:

- a) balance
- b) position of back
- c) positioning of the arms and body
- d) the hold

a) Balance

Since balance depends essentially upon the position of the feet, they should be apart about hip breadth with one foot advanced, giving full balance sideways and forward without tension.

In taking up this position, lifting is done by bending at the knees instead of the hips and the muscles that are brought into use are those of the thigh and not the back.

b) Position of the Back

Straight - not necessarily vertical

The spine must be kept rigid and straight, but not necessarily vertical. The spine can be kept straight if it is within 15 to 20 degrees from the vertical. This, coupled with a bent knee position, allows the centre line of gravity of the body to be over the weight, so reducing strain.

c) Position of the Arms and Body

The further the arms are away from the side, the greater the strain on the shoulders, chest and back. The elbow must at all times be close to the body, arms should be straight when carrying a load. One hand should be in advance of the other, whichever foot is

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placed forward, the same hand is extended, the other hand is kept close to the body. This position ensures that the elbows are into the sides. This coupled with the correct foot position ensures a safe and easy fit.

d) Arms close to the Body

The further the weight is away from the centre line of gravity of the lifter, the greater the strain. At all times get close to the weight and try to make it part of you.

e) The Hold

When grasping a weight, one often hears the phrase "get a good hold". A good hold means a grasp with the roots of the fingers, not just the tips, plus contact of the weight with the palm of the hand.

Never forget that size and build has no bearing upon the amount any one individual can lift. Everyone should know their own capabilities and should never attempt to exceed them. If in doubt get help, it is far better to be safe than sorry.

Besides these key factors, there are other important points to remember.

2. Centre Line of Gravity

It is essential that the weight of object and the centre line of gravity of the lifter should be as close as possible to one another. This reduces strain, discomfort and the likelihood of loss of balance during the course of the lift.

3. Testing the Weight

When in the initial position for the lift, the lifter should test the weight of the object to make sure it is within his capability and not too heavy for one man to lift. Many accidents happen when a person raises an object a few inches off the floor, realises it is too heavy and lets go.

4. The shape of the weight

Note the shape of the object. It should be turned, if possible, so that the shortest measurement of rectangle is nearer to the centre line of gravity.

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5. Movement.

The movement should be controlled and smooth. The weight should be kept close to the body.

Rhythm plays an important part in reducing tension and creating relation.

Before moving any loads, the job should be sized up and possible hazards moved or rectified.

An inspection of the load itself must be made to ensure that it can be moved without danger to the lifter or others.

The following check list can be usefully applied to all lifting jobs:

- if the load is heavy or too large for one person to handle, help should be obtained from a work-mate of similar physique
- jerking a load will add a little extra force, but it will also cause severe strain to the arm, back and shoulder
- even if a load is light in weight, it is dangerous to carry if it is large enough to obscure vision
- loads should not be pushed onto stacks above chest level. If a stack is this high, stand on a sturdy platform
- if the load to be lifted exceeds half the weight of the person lifting it, it is more than likely that the individual will lose his/her balance.

Note: if in doubt when lifting GET HELP.

TRAINING

Any employee whose job involves any manual handling shall be trained to allow him/her to carry this out safely. The extent of the training will depend on the type of lifting in which they are involved.

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4.6 Storage areas

HAZARDS

- ☐ Taking in deliveries
- ☐ Poor housekeeping.
- ☐ Spillages/materials on floor.
- ☐ Materials falling from shelving.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- ☐ Housekeeping cleaning duties must be carried out daily.
- ☐ All spillages should be cleaned up immediately.
- ☐ Cleaning chemicals to be segregated from all other items.
- ☐ Restrict access to authorised personnel only.
- ☐ Caution maintained at all times.
- ☐ No obstruction to be put in way of exits.
- ☐ Stairs to not to be blocked.
- ☐ Access to the cleaning solutions not to be blocked.
- ☐ Safety footwear worn by all staff.
- ☐ All shelving and racking shall be kept in good condition.
- ☐ Shelving and racking shall not be over loaded.

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4.7 ELECTRICITY

ABC Company employees will adhere to the controls that are put in place by the safety manager for the Client site. Set out below are the general controls for the company.

HAZARDS

- Electric Shock
- Fire
- Trips or falls from loose cables

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Dangerous or defective cabling should be replaced or remedied in accordance with the E.T.C.I.'s rules.
- All new electrical installations and all extensions are tested and certified as safe, by a competent qualified electrician.
- Electrical installations are checked regularly by a competent qualified electrician.
- Testing, certifying and repairs are carried out in accordance with appropriate Electro Technical Council of Ireland (E.T.C.I.) standards.
- Enclosures/covers are in place to prevent contact with live electrical equipment/parts.
- Damaged extension leads are repaired or removed from use.
- Means of cutting off power to electrical installations and equipment e.g. fuses, trip switches, are provided and employees are aware of their locations.
- Work on live electrical equipment is avoided where reasonably practicable.
- Fire extinguishers that are suitable for fighting electrical fires are provided.
- All circuits supplying socket outlets are protected by a Residual Current Device (RCD).
- Operation of the RCD is tested regularly in accordance with the manufacturer's instructions.
- Where electrical portable appliances are subject to ongoing wear and tear, they are inspected and tested.
- Any scorch marks associated with an electrical appliance or electrical wiring is checked urgently by a competent person.
- Flexible cables will also be adequately protected against external mechanical damage.

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- Flexible cables for portable equipment will be properly mechanically restrained within plugs and couplers.
- A record should be kept of each item of equipment so that maintenance can be scheduled and recorded.
- Where appropriate all equipment not in use to be switched off, especially at the end of a working, unless of a specialist type, e.g. servers, etc.
- Sufficient sockets shall be provided to prevent overloading by use of adapters.
- Proper plugs shall always be fitted to electrical appliances and flex firmly clamped.
- Frayed and damaged cables shall be replaced immediately.
- Flexible cables should not be run across floors. Where damage at floor level to other cables is possible, protection by ramps, conduit or armouring will be considered and applied.

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4.8 OFFICES

HAZARDS

While office work may not be considered as a high-risk activity unsafe work systems and layout may result in injury or illness.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Adequate office space is allocated for the working personnel.
- All furniture, fittings and equipment shall be arranged so that staff can move about without collision with sharp corners of desks etc.
- Only one drawer of a filing cabinet shall be opened at any one time. All drawers should be closed after use.
- Sufficient lighting and ventilation shall be provided.
- Electric or telephone cables shall not trail unprotected across the floor. Cable covers shall be supplied and used.
- Chairs desks or drawer should never be used to access higher areas. Step ladders shall be used.
- All items stored above head level shall be stored properly to prevent falling.
- The mains power supply shall be disconnected before attempting to move electrical equipment.
- All damaged floor covering, furniture equipment or machinery shall be reported, replaced, or repaired.
- Before using chemicals (e.g. photocopier toners) read the instructions on the container and avoid contact with skin or clothing.
- Floor areas shall be kept clear of materials and litter.
- Dangerous waste e.g. broken glass, bulbs, shall be properly disposed of.

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4.9 VISUAL DISPLAY UNITS (VDU'S)

HAZARDS

The main problems that may be associated with VDU's are as follows:

(a) Visual Discomfort

This recognises a contribution from a number of ocular problems:

- (1) long/short sight problems
- (2) glare
- (3) lighting
- (4) screen brightness
- (5) clarity of characters.

(b) Posture

Good adjustable seating is required and it is essential to consider ergonomic factors.

(c) Radiation

Radiation levels across virtually the whole of the electro-magnetic spectrum are below internationally accepted exposure limits when tested under extreme conditions, i.e. close to the screen.

(d) Stress

The work at a VDU can be repetitive and monotonous. This is not exclusive to VDU users as mental stress is associated with all types of work.

On the basis of available evidence, the 'health hazards' associated with VDU's are largely exaggerated in the sense that they are unlikely to cause irreversible long term damage as opposed to varying degrees of discomfort.

Risk Assessment:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

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CONTROL MEASURES

- ❑ Each workstation shall be assessed to ensure the individual's health is not likely to be put at risk.
- ❑ The Display Screen Assessment sheet in the appendix shall be used for this purpose.
- ❑ Be sure that VDU screens meet the appropriate criteria for performance, brilliance, character design, etc.
- ❑ The intensity of the beam, the brightness of the dots against the background and their time persistence are the most important determinants of operator 'safety'.
- ❑ This underlines the importance of keeping VDU's in good condition.
- ❑ It is important that chairs are correctly selected and used and that their siting is at an optimum distance from the machine.
- ❑ Lighting, ventilation and temperature must be carefully controlled to provide satisfactory environmental conditions.
- ❑ There should be a restriction on continuous use:
 - ❑ Over two hours with pauses of between 5-10 minutes before further use.
 - ❑ In this respect, short, frequent intervals are more beneficial than infrequent long breaks.
- ❑ The total time of continuous work at a VDU should be restricted to 6 hours per day.
- ❑ Vision should be tested before operating a VDU and at yearly intervals, or earlier if symptoms are experienced. Spectacle wearers should consult their optician.
- ❑ Epileptics should see a medical adviser before starting work.
- ❑ If there is any untoward incidence of VDU related problems medical advice must be sought.

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4.10 HAZARDOUS SUBSTANCES

No hazardous substances are expected to be used on the Client site. All cleaning chemicals used by us are of a generally domestic nature. However, the general controls below shall be implemented if necessary.

HAZARDS

Health hazards from substances can be divided into the following categories:

- ☐ External contact - corrosive, skin absorption, dermatitis.
- ☐ Inhalation - gases, fumes, vapours.
- ☐ Ingestion - swallowing.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- ☐ Long-handled jests, and appropriate gloves, provided and staff trained in their use.
- ☐ All staff trained in the risks, use and storage of cleaning chemicals and wear personal protective equipment as instructed.
- ☐ Cleaning chemicals marked 'irritant' substituted, where possible, for milder alternatives.
- ☐ Staff reminded to report any health problems they think may come from cleaning, and to check for dry, red or itchy skin on their hands.
- ☐ The Workplace Supervisor will ensure that:
 - ☐ All substances are listed in a chemical register.
 - ☐ All substances have an up to date Material Safety Data Sheet (MSDS) on file.
 - ☐ The control measures listed in the MSDS are followed.
 - ☐ A written assessment, control measures and other information are on site.
 - ☐ Procedures planned to handle or use any hazardous substance or process are carried out fully.
 - ☐ Any, equipment, hygiene measures or protective clothing are provided and maintained as required.
 - ☐ All measures necessary to protect other workers and the general public from any substance hazardous to health will be provided and maintained.

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Guidance to staff:

- ❑ Always follow carefully any instructions and training information given in the use of cleaning chemicals.
- ❑ When handling substances, especially concentrates (if unavoidable), always wear the protective clothing provided, eg rubber gloves.
- ❑ If there is any danger of splashing, wear eye protection suitable for splash risks, eg goggles or visors, and ensure an eyewash bottle is available.
- ❑ If cleaning at eye level or above, wear eye protection.
- ❑ Check that rubber gloves are free from holes, tears or thin patches. If any of these faults are present ask for replacements immediately.
- ❑ Tell your supervisor if you experience any irritation or allergy from gloves you have used.
- ❑ Never mix cleaning chemicals.
- ❑ When diluting always add the concentrated liquid to water, not the water to the concentrate.
- ❑ If cleaning chemicals are accidentally splashed onto your skin or eyes, always wash away with plenty of water. Seek medical advice if irritation persists and tell your supervisor.
- ❑ Avoid lifting and pouring from heavy or awkward bulk containers, minimise handling by use of syphons, pumps etc.
- ❑ If you are dispensing powders, always use a scoop; never use your hand.
- ❑ Never transfer cleaning chemicals into food or drink containers where they can easily be mistaken for foodstuffs.
- ❑ Ensure spray bottles and other containers are clearly marked with their contents.
- ❑ If aerosols are used for cleaning, never spray onto hot surfaces as this can produce harmful vapours.
- ❑ Never place aerosols on hot surfaces.
- ❑ Only use cleaning chemicals in well-ventilated areas. Sometimes an open window will be enough.
- ❑ Always clean up any spills on floors or work surfaces immediately.
- ❑ Always store chemicals as manufacturers advise, for example away from heat, sunlight, foodstuffs and members of the public, especially children.
- ❑ Ensure chemicals are disposed of properly, as instructed by your employer following the information given in the safety data sheet.
- ❑ Let your supervisor know immediately if you experience any adverse reactions to substances, for example headaches, nausea, skin complaints.

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4.11 Drain Cleaning and Jetting Work – General Points

HAZARDS

- Multi hazard

Risks Identified:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Slips trips and falls
 - o The right cleaning & jetting equipment is used for the right job, and staff follow safe systems of work.
 - o Staff monitor entrances for wet floor surfaces walked in.
 - o Warning cones placed around spillages/over flows, etc. and removed as soon as spillage clear and floor dried.
 - o Staff do not leave cleaning & jetting materials/equipment unattended.
 - o Jetting hoses will be kept as organised as possible to avoid slip and fall hazards.
 - o All areas well lit.
- Chemicals
 - o See section on Hazardous Substances.
- Manual Handling and MSD
 - o All staff trained in lifting safely, and follow safe systems of work.
 - o All staff using jetting hoses/lines trained in their use, according to manufacturers' instructions.
 - o Jetting machines/vehicle/hoses are all placed as close as possible to the obstruction in order to reduce the incidence of having to Haul lines/hoses.
- Cleaning & Jetting equipment
 - o Machines provided are the right ones for the job.
 - o Operators trained in the safe use of equipment.
 - o Pre-use checks done for damaged connectors, lines and on/off or emergency switches.
 - o All equipment regularly examined and maintained by competent person.
- Verbal abuse (public areas)
 - o Staff trained in dealing with difficult and/or confrontational situations.

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- o Staff trained to make supervisor aware when they are working in a remote location.
- o Staff report all instances of abuse.

4.11.1 Drain Cleaning and Jetting Work – Specific Points

HAZARDS

- Multi hazard

Risks Identified:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Each job will be different so all Supervisors to consider and specific safety requirements for the task. i.e.
 - o Daylight hours or night time?
 - o Good or bad weather?
 - o Remote location?
 - o High vehicle traffic area?
 - o High foot traffic area?
 - o Is size of jetting vehicle adequate to the task?
 - o Time to be taken on task?
 - o Size of crew?
 - o Isolation of area with cones, hazard tape, etc.?
- To prevent electric shock, powered equipment must have a ground-fault circuit interrupter to shut it down if current leakage, such as a cut power cord, occurs.
- The operation and maintenance manual also should be available, and operators should read it carefully before operating the equipment.
- Operators also should wear personal protective equipment at all times. This equipment includes: goggles to protect the eyes from splatter, chemicals and debris; leather gloves, not cotton, which can catch in the cable as it is fed into the drain; and shoes with good grip on wet and slippery surfaces.
- When using chemicals or high-pressure jets, operators should wear full face masks and waterproof gloves, jackets, pants and shoes to protect against toxic or corrosive substances that can back up and become airborne under pressure.

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- Operators also should check for good ventilation before starting the cleaning job. Many drains, especially old ones, have some of the worst bacteria and other toxic substances found anywhere because all the debris, cleaners, pipe buildup, corrosion and germs have multiplied.
- Equipment safety checks for powered equipment such as augers should include inspection for loose connections, cut insulation and dirty contacts. Any of these problems can start a fire or cause an explosion in a volatile atmosphere.
- Proper safety also involves cleanup after the job is finished. Operators should thoroughly and completely clean and sanitize all areas affected, including floors, walls, equipment and fixtures surrounding the work area.

Drain Safety Checklist:

- What personal protective equipment should Operators wear?
- Is a manual or electric auger or a high-speed water jet better suited for this job?
- What issues should Operators address to select the right cable size to prevent buckling and whiplash?
- What attachments fit the job best?
- What pre-inspection is needed?
- How should Operators check the electrical components?
- How should they prepare the area for safe operation before beginning the task?
- What steps are required to feed cable safely and protect hands?
- How should Operators use torque control on powered augers to prevent cable jamming and buckling?
- What should they do if the equipment jams or the cable buckles or breaks?
- What steps are required to ensure the backflow preventer on a high-speed water jetter is working to prevent contaminating the fresh-water supply with sewer water?
- What is the proper way to insert the water-jet nozzle far enough into the line to prevent backsplash when the water is turned on?

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4.12 Company vehicles

Risk Assessment

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Risks Identified: Medium

- Personal Injury from inadequate maintenance / Checks on Company Vehicles
- Damage to property from inadequate maintenance / Checks on vehicles

DESCRIPTION

Use of the company vehicles to make deliveries or collections of parts, etc.

Five main hazards are addressed under the risk assessment: Road Traffic Accident, Manual Handling, Wheel Change, Mobile Phones and Vehicle Maintenance.

HAZARDS

1. Road Traffic Accident – Injury due to collision

RISK ASSESMENT: Medium

CONTROL MEASURES

- Only suitably qualified and insured employees may operate company vehicles.
- They must always be driven within the rules of the road and the law.
- They must have a recorded and scheduled programme of maintenance, and must hold DOE certificates as necessary.
- No hitchhikers may be picked up at any time.
- Any breach of Road Traffic Acts will be treated with the utmost severity.

2. Manual Handling – Injury due to lifting and carrying.

RISK ASSESMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

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CONTROL MEASURES

- Good manual handling practice must be exercised in loading and unloading of the vehicle.
- Be very aware of your own capabilities
- Be very careful of trap points on doors.
- Ask for help whenever practical and needed.
- Ensure all equipment is safely stowed in the vehicle so that it will not slide or shift forward in the event of an emergency stop

3. Wheel Change (small vehicles only)– Cuts, Bruises, MH injury, traffic passing by.

RISK ASSESMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Vehicle is issued with full wheel changing kits.
- The jack, screwdriver, spare wheel and tyre iron are usual vehicle equipment. The reflective jacket, torch and red triangle are supplied by the company.
- All of this equipment is to be properly maintained by the vehicle drivers.
- If a puncture occurs and a wheel change is needed do the following:
 - Turn on hazard lights
 - Pull in to the left-hand side of the road when safe to do so
 - Get out of the vehicle and go to the boot
 - Place the red triangle approx. 30 feet from the vehicle
 - It is imperative that the yellow jacket is worn even in broad daylight
 - If the puncture is on the left hand side of the vehicle proceed to change the tyre taking great care with regard to manual handling
 - If the puncture is on the right hand side of the vehicle try to angle the car slightly to give protection from oncoming traffic
 - When the wheel has been changed replace all equipment back in the vehicle in their original storage places
- Have the puncture repaired as soon as possible, especially if the spare is a temporary wheel

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4. Mobile phones – road traffic accident

RISK ASSESMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- At no time is it permitted to drive the vehicle while holding a mobile phone or receiving / sending text messages
- Training / instruction must be given to staff on the dangers of using a mobile phone while operating a vehicle

5. Vehicle Maintenance – RTA due to poor maintenance

RISK ASSESMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Maintenance / service carried out as per recommendations.
- A bi-monthly Health & Safety Vehicle Review will be made on the vehicle and a record kept in the Health & Safety folder
- Staff will occasionally be requested to carry out an assessment on the vehicle.

Vehicle to include the following:

- Current Vehicle Service Record
- Fire Extinguisher
- Torch
- Reflective Jacket
- Bin for litter
- Warning Triangle
- Emergency Breakdown/Accident phone number
- First Aid Kit Accident number

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4.13 Ladders (possible need for gutter jetting)

HAZARDS

Note: Ladders must only be used for short periods and only where there is no suitable alternative.

- Items falling from ladders
- Working from ladders
- Throwing waste material from ladders
- Overreaching
- Overbalancing
- Ladders Falling
- Falls from Ladders
- Electrocution
- Defective Ladders

Person at risk:

Employees / Sub-Contractors / Visitors / Others

RISK ASSESSMENT

Likelihood	Severity	Risk Value
Score =	Score =	Result =

General Window Cleaning Hazards and Control Measures

Manual handling

If the ladder is too heavy get assistance. The length of ladder that can be safely handled by a single person will depend on their build, age and experience but, as a general indication, longer ladders for cleaning above 6 m may require two people for some operations.

Lone working and portable ladders

Lone workers are defined as employees who work by themselves without close contact or direct supervision.

- No Operator should work alone in any area or location that would involve increased risk to their safety, e.g. in the delivery yard of a hotel where vehicles might hit a ladder, on a busy street or on a road.
- No Operator should work alone on portable ladders longer than 6 m.
- If you are working in a team on a single site, regular (hourly) checks should be made on any lone worker.

Don'ts/common misuses

- Don't use a defective ladder.
- Don't overreach.
- Don't straddle from a ladder to a nearby foothold.

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- Don't take a grip on the building and stretch in the opposite direction.
- Don't place a ladder on boxes, bricks, drums or other unstable surface to gain extra height.

Personal protective equipment (PPE)

- PPE is not directly relevant to the use of portable ladders and is limited to protection against adverse weather conditions, e.g. extremes of heat, sunshine and cold.

Supervision

The degree of supervision required for work using ladders will depend on a number of factors including:

- Competence and experience of the Operator;
- Maturity;
- Reliability;
- Potential/temptation to take short cuts on particular jobs;
- Risk;
- Degree of control by client site staff.

While many Operators have to work on their own for long periods, some degree of supervision will always be needed to ensure that bad habits do not appear.

LADDER CONTROL MEASURES

- The Operator should face the ladder at all times when going up and down.
- The Operator should always have one hand on the ladder or other secure handhold and both feet on the ladder at all times when working from the ladder.
- The Operator should wear suitable footwear that is in good condition, has good grip and is flexible enough to feel the position of the foot on the ladder rung.
- Ladders should not be left unattended.
- Warning signs should be displayed in public areas and protection from traffic is essential.
- Personal tools and equipment should be secured at all times when going up and down portable ladders. In practice, this can be achieved by use of tool belts or carriers.
- Ladders must be in good condition, free from defects and to be inspected by a competent person before ladder is to be used.
- Ladder must be positioned on solid ground - if metal check that caps on the feet are in place and in good condition.
- Ladders to be used the correct way up - strengtheners to be on the underside of rungs.

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- Ladders should not be painted as this hides defects.
- The ladder must be sited on a level surface and securely tied on both sides near its upper resting place. If it cannot be tied at the top, it must be held by a person stationed at the foot of the ladder.
- Ladders must extend at least 1m over landing stage and set at a slope of out to 4 up (75°)
- Workers to climb ladders with both hands free (i.e. not carrying materials)
- Move ladder along with work to prevent overreaching.
- If working near overhead cables, do not use metal ladders.
- Only one person at a time on a ladder
- If a ladder cannot be properly repaired, it must be scrapped
- Do not stand on top 2 rungs of step ladder
- Extension ladders > 6m long, overlap of 4 rungs required

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4.14 Domestic Cleaning

HAZARDS

Health hazards from substances can be divided into the following categories:

- ☐ Access and egress
- ☐ Poor weather
- ☐ Domestic animals
- ☐ Children

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- ☐ All other previous assessments relating to Manual Handling, Dangerous Substances, Ladders, etc. still apply.
- ☐ Park safely as close as possible to the dwelling.
- ☐ Ensure that appropriate clothing is available for weather conditions.
- ☐ Try to find out in advance if there are dogs or children present.
- ☐ Ensure all substances are kept secure and away from substances and pets.
- ☐ Ask householder to keep dogs confined during visit.
- ☐ Be aware of children and children's toys possibly causing trip hazards.
- ☐ First aid kit is available in vehicle.
- ☐ Always ask permission before opening any closed doors within the dwelling.
- ☐ If there is a problem at the dwelling such as a family dispute, offer an alternative time for the cleaning.
- ☐ Never enter into a situation of imminent hazard or danger.

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4.15 Angry or awkward clients

HAZARDS

Health hazards from substances can be divided into the following categories:

- Physical Abuse
- Verbal Abuse

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Difficult customers and others such as members of the general public can expose staff to a risk of violence.

Staff are given the following guidelines in dealing with potential robbery and aggression/violence situations:

- Always keep aware of clients or other individuals who may become violent or threatening
- Never argue or otherwise engage with someone who shows signs of violence
- If someone becomes aggressive or violent, obtain assistance. Never attempt to get involved directly or to restrain the person.
- If attacked, withdraw from the confrontation if possible.
- If and when it is safe to do so, raise the alarm.

Robbery / Attempted Robbery

Robbery of cash and other valuable items can expose staff to a risk of violence. The following steps are taken to minimise this risk.

- Minimising the quantities of cash and other valuable items held;
- Staff are given the following guidelines in dealing with potential robbery situations
 - o If a robbery is attempted, even by someone who appears to be unarmed:
 - o Do not offer any resistance, do not provoke the attacker
 - o Give the attacker whatever they demand
 - o If and when it is safe to do so, raise the alarm.

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4.16 Cash Handling

HAZARDS

- Robbery
- Physical Injury

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Cash Movement Controls

- Avoid letting large amounts of cash accumulate on the premises or in a vehicle.
- Perform cash drops regularly depositing cash in a safe. Use a night safe if receiving cash on evening call outs.

Cash Movement to and from the Bank

- Avoid, as far as possible, set patterns when making lodgements.
- Trips to the bank, where possible, should be made by car.
- Precautions should begin with varying, as much as possible, the times and routes of such journeys.
- Persons conveying cash should exercise vigilance and anything suspicious should be noted and communicated to the Gardai.

Action to be taken in the Case of an Armed Robbery or Personal Attack

- Keep calm – do not panic.
- Obey – do only what you are asked to do, nothing more and nothing less.
- Observe. Concentrate on:
 - Male/Female
 - Age
 - Height
 - Build
 - Hair colour
 - Colour of eyes
 - Mode of dress
 - Right or left handed
 - Distinguishing features
 - Words used and accent
 - Number of attackers
 - Note where criminals may have placed their hands and feet

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- Identify vehicular transport used (registration, colour, make of car)
- Preserve the scene intact. Do not interfere with places where fingerprints or footprints may be found.
- Hold witnesses at the scene until the Gardai arrive; otherwise take details (name, address, phone number) for contact later.

Notes:

Stay out of danger. Never jeopardise your own personal security or the security of others.

Post Crime Action – Armed Raids and Personal Attacks

- Contact the Gardai.
- Preserve the scene intact. Do not allow interference with places where fingerprints or footprints may be found.
- Hold witnesses at the scene until the Gardai arrive, otherwise take details (name, address, telephone number) for contact later.
- Identify if anyone has been injured. If so, note the type of injury. Call an ambulance if required.
- Put in place any measures to prevent further injury.
- Complete an incident/accident report form including:
 - i. Precise details of what happened.
 - ii. Who was there (witnesses), include names, addresses and phone numbers of non staff members.
 - iii. Detailed descriptions of the criminal(s).

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4.17 Drivers (especially if HGV)

Hazards

Road Traffic Accidents

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Control measures

- Ensure your CPC is current.
- Follow safety instructions.
- Use seat belts at all times.
- Always drive within the speed limit.
- Reduce your speed to take account of weather conditions.
- Do not continue driving if tired. Take regular breaks. Get out of the vehicle and take some fresh air.
- Do not use stimulants to overcome tiredness.
- Always comply with local traffic conditions and follow requirements on driving time.
- Adjust your seating position so it is as upright as possible and so that you are using the head restraint. This will help to prevent whiplash in the event of an accident.
- Be familiar with the maintenance procedures for your vehicle and ensure it is kept in good running order. Are windows and mirrors clean? Are tyres, brakes, steering and lights in good condition?
- Do not drive under the effect of alcohol or drugs or if you have taken any medicines that could affect your driving. Follow the safety instructions for medicines and consult your doctor if in doubt.
- Make sure load is evenly distributed and properly secured.
- Ensure vision is not obstructed by pendants or stickers etc. on windows.
- Try to avoid parking your vehicle in positions that will obstruct traffic or visibility of other drivers or pedestrians.
- Ensure measures to prevent the vehicle moving are applied.

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4.18 General outdoors safety

HAZARDS

Sun
Rain
Ice
Etc.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES AND ADVICE

- Wear warm or waterproof clothing in poor weather.
- Be aware of possibility of ice.
- Protect yourself from too much sun.
- Wear a hat and light-coloured long-sleeved shirts and trousers.
- Put on sunscreen before going out and re-apply it often.
- Wear sunglasses to protect your eyes.
- Stay cool in the heat.
- Wear 'breathable' cotton fabrics.
- Drink LOTS of fluids; at least a cup every half hour when it's really hot.

Pay attention to signs of heat exhaustion –
Nausea, Dizziness, Headache, Blurred vision, Cold/wet (clammy)
greyish skin or disorientation.

Watch for signs of heat stroke

Chills, Irritability and restlessness, Convulsions or rapid shallow
breathing, Disorientation or euphoria, Red face and skin, Dry skin,
Fainting.

Get help if you think you have heat exhaustion or stroke.

- Get medical help.
- Get out of the heat.
- Lie on your back with your feet up.
- Cool down with the help of wet cloths, alcohol wipes or immersion into tepid water.
- Replenish fluids; drink water and sport drinks (isotonic fluids).
- Get rest. Recovery may take days.

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4.19 General Health Hazards

Hazards

- Weils
- Lyme
- Tetanus

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

General Information:

Weil's disease (Leptospirosis)

Water in drains may contain rat urine capable of causing this life-threatening disease. Infection arises through cuts, abrasions and through the eyes and the lining of the nose and mouth. Always wash your hands before eating, drinking or smoking. Cover cuts and broken skin with waterproof plasters. If you are working with parts of your body immersed in water wear waterproof protective clothing. Never touch dead rodents with bare hands.

Weil's disease starts as a feverish illness with a high temperature and headache. At this stage it can easily be controlled with antibiotics, so contact your GP straight away. Carry a leptospirosis medical contact card to alert others to the possible nature of your illness.

Lyme disease

This disease is spread by bites from infected ticks. The earliest sign may be a faint ring-shaped rash. Often you may not notice this and only become aware of the illness when you start to experience intermittent flu-like symptoms. At this stage the infection responds well to antibiotics but if left untreated may result in serious illness. The best defence is to keep your skin covered – especially your legs. Check your skin and clothing frequently. Carefully remove any ticks and place a small dressing over the bite. The sooner the ticks are removed the less likely you will be infected.

If you are worried about possible infection contact your GP.

Tetanus

The organism causing tetanus is widespread and can enter your body through cuts, abrasions or puncture wounds made by splinters and thorns. It is potentially fatal and immunisation before infection

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is the only certain way of dealing with the disease. Check with your doctor how often you need a booster.

Legionellosis (Legionella)

Caused by Legionella bacteria, this is an infectious disease that can be caught by anyone but those with a suppressed immune system are most vulnerable. There are two types to which Operators may be exposed: Legionella longbeachae, occurring in compost and waste, which can lead to a respiratory disease; and the more common L. pneumophila, which leads to a type of pneumonia known as legionnaire's disease. The latter form occurs naturally at low levels in watercourses but can multiply in standing water (i.e. drains) to potentially harmful levels when the water temperature is between 20°C to 45°C.

CONTROL MEASURES

Following the basic control measures below should protect Operators from the various health hazards found in drain cleaning work:

- Wear gloves whenever handling waste, sludge, etc.
- Do not open drains or covers with your face right over them.
- Wear a face mask when opening drains and covers.
- Avoid splashing water/sludge/waste around when cleaning/jetting.
- Wear gloves and keep arms covered when running hoses/lines into and out of drains.
- Ensure tetanus jabs are up to date. Otherwise, see your local GP for a tetanus vaccination if you have cut yourself on a plant or got soil or manure in an open wound.
- Protect from water-borne diseases such as Weil's disease by wearing waterproof gloves, clothing and boots.
- Always wash your hands after drain clearing work and especially before eating.
- Keep a hand sterilising gel in the vehicle in case clean water is not available.

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4.20 Confined Spaces

Hazards

Toxic atmosphere
Oxygen deficiency
Oxygen enrichment
Flammable atmosphere
Flowing liquids/solids
Excessive heat

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Control measures

- HSA Code of practice for Confined Spaces to be adhered to wherever practicable
- Permit to enter confined space to be used.
- Access to be restricted to authorised persons only.
- Atmosphere in confined space to be flushed wherever possible
- Self-contained breathing apparatus (SCA) to be used when it is necessary to enter a confined space where oxygen is deficient.
- Method of communication to be in place for person in confined space and person outside.
- Emergency signals and commands to be agreed before entering confined space.
- No sources of ignition may be brought into any confined space where there is the possibility of a flammable atmosphere being present.
- Any cleaning chemicals, degreasers, etc. being brought into the space must be assessed to ensure they will not react with any substance in the space and give off vapours.
- All sources of power, or other energies to the confined space to be isolated before entry.
- All works nearby that could affect the confined space to be stopped for the duration of work.

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PART 5

ANNUAL REPORT

ABC COMPANY

SAFETY STATEMENT

The following is a report of progress with our Health and Safety Policy as required by Section 12(6) of the Safety Health and Welfare at Work Act 2005.

SAFETY TRAINING:

During the year, the following safety training courses were run:

- 1
- 2
- 3

External safety and health courses attended by our staff included:

- 1
- 2
- 3

NEW SAFETY ARRANGEMENTS

The following new safety arrangements were put in place during the year:

- 1
- 2
- 3

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ABC Company

Safety Statement

Safety Statement Document Review

ABC COMPANY

To ensure the proper implementation of our Safety Systems we shall review the Safety Statement periodically and at least annually.

Date of Review	Signed for Company	Description of Changes	Date of update

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ABC Company

Safety Statement

Part 6 Staff Sign Off

We the undersigned accept that:

- We have been shown the Safety Statement,
- We know where it is to be kept for review,
- We will adhere to all safety rules as set out by ABC Company
- We will not act in any way that could be harmful to ourselves or any other person.

Name in block	Signature	Date

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Accident Report Form

Location:	Department / Division:
Date of Accident / Incident:	Date of Review:
Management present:	
Injured Party	

Nature of loss	Nature and extent of actual or potential loss to people, property, process or the environment
Description	Description of the Accident / Incident (who, what, how, when)
Causes	Why did the Accident / Incident occur, (root, basic and immediate causes)?
Recommendations	Action to prevent recurrence, responsibility & action by dates:
Reporting	Distribution of investigation information organisation wide and statutory reporting / reply:

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Safety Inspection Sheet

Inspector:		Area:		Date:	
Structure, equipment, tool & work practice	Inspection item (relating to each structure, equipment, tool & work practice)	Substandard condition / practice noted	Corrective action required	Action by & date	

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Staff Suggestion forms

SECTION A: To be completed by staff member with suggestion

Staff Member Name:_____ Position:_____
Date:_____

Details of Suggestion:

SECTION B: to be completed by Manager 1

Action Taken:

Signature:_____
Date:_____

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ABC Company

Safety Statement

Template Method Statement for Clients when necessary.

Contractor	Name:	Address:		Tel:
				E-mail:
Project Name				
Description of the Task / Activity				
Site Address / Location :		Start Date / Time:		
		Finish Date / Time		
Personnel Involved	Name	Role / Trade		
Site Supervisor:		Tel:		
Safety Officer		Tel:		
Key Plant & Tools (Attach Certification)				
Key Materials				
Other Essential Equipment:				
Specific Identified Residual Hazards: (or refer to the task specific risk assessment(s))				
Specific Staff Training				

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Sequence of Operations: (include sketches if required)	1.
	2.
	3.
	4.
	5.
	6.
	7.
	8.
	9.
	10.
Temporary Supports and Props needed to facilitate the works:	(if none, state none)
Method of Access and Egress to the work area:	(i.e. Ladders/MEWPS/Scaffold/Trestles/Step Ladder, etc)
Fall Protection Measures: (Where work at height cannot be eliminated)	(i.e. Guard Rails/Toe Boards/Brick Guard/Safety Harnesses/Exclusion Zones, etc.)

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ABC Company

Safety Statement

– consider both Personnel & Materials)							
Hazardous Substances: (Attach MSDS if required)	 Very Toxic	 Harmful/Irritant	 Corrosive	 Dangerous For the environment	 Oxidising	 Highly flammable	 Explosives
Applicable:	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Storage Arrangements:							
Details of Permits to Work:							
SWL's:	(Detail any limits on the loadings applicable to temporary plant/equipment or fixed elements of the structure where the work is taking place)						

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	Safety Statement

Required Personnel Protective Equipment:	 Safety Boots	 Hard Hats	 Safety Gloves	 Hearing Protection	 Eye Protection	 Respiratory Protection	Other: 1. Hi-Viz 2. Coveralls 3.
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Emergency Procedures:			
	First Aid Facilities:	Name of On-Site First Aider:	
		First Aid Box Location:	
		Location of Nearest Hospital:	
Welfare Requirements			
Services to be supplied by Others			
Other information & Comments			

All work will be undertaken by qualified competent persons with experience of the type of work described above, and in all cases in full accordance with safety procedures specified in the company's health and safety Policy.

Prepared by:
Position:
Reviewed by:
Position:

Date:

Date:

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PART 8 Related Policies

8.1 ABC Company Environmental Policy Statement

ABC Company will seek to promote the conservation and sustainable use of natural resources and to minimise environmental pollution in all their activities and, where possible, by it's influence over others. The objective will be to minimise the environmental impact of all operations.

Consideration will be given to substitution of polluting substances with "greener" alternatives wherever possible. Steps will be taken to minimise smoke, dust, noise, and vibration nuisance - the potential for which will be identified during the assessment process.

All waste disposals shall be carried out by registered carriers and removed to registered disposal sites. Documentation shall be held to demonstrate compliance with this. Wherever possible waste shall be recycled, reclaimed or reused.

Liquid pollutants will not be allowed to enter watercourses. All liquid storage will be bunded wherever there is a risk.

This policy will be enforced by managerial vigilance and shall be subject to regular auditing and review.

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8.2 ABC Company Equality Policy

ABC Company are an equal opportunities Employer & thus, as laid out in this policy, seek to comply with all legal regulations & directives with regard to dealing with individuals or groups in a fair & legal way.

It is the policy of ABC Company to deal (employ, pay, consult, interview, speak to, and write to etc.) with any person/s equally & with dignity Regardless of disposition:

- Gender
- Race
- Colour
- Creed (Religious Persuasion)
- Nationality
- Disability or Physical Impairment
- Financial Status

ABC Company, its Management and Staff must uphold & comply with this policy. Failure to comply with this policy could result in immediate disciplinary action & possible dismissal.

Should any person cause harm, harass, sexually harass or disadvantage any of the above because of their disposition, that person/s will be reported to the Authorities & will be dealt with on a legal basis.

It is the overall policy of this company to practice equality & to be fair to all.

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