

COMPANY SAFETY STATEMENT

ABC Company

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Disclaimer.

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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 and any other applicable regulations from those implemented in 2007. All reasonable practicable measures will be taken to minimise risk to Drivers/Staff or others who may be affected by company activities.

Manager 2 has been appointed as having responsibility for managing Health, Safety & Welfare. Reference should be made to Manager 2, in the event of any difficulty arising in the implementation of this policy. Manager 2 will have ultimate responsibility for ensuring that the provisions of this Safety Statement are implemented.

The Success of the policy will depend on the co-operation of all Drivers/Staff. 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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The table below is a record of all revisions made to the safety Statement

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2.1 MANAGEMENT CONTROL SYSTEM

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. Manual Handling – as necessary
 - 3.3. Safety Induction.
4. Safety critical equipment maintenance records
 - 4.1. Fire alarms
 - 4.2. Fire extinguishers
 - 4.3. First aid equipment
 - 4.4. NCT records
 - 4.5. Carriage Office Records
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 (part of general management meetings)
 - 7.1. Minutes
 - 7.2. Action points
 - 7.3. Outstanding issues resolved
8. Safety Statement
 - 8.1. Implementation after xx/xx/xx
 - 8.2. Annual reviews after xx/xx/xx
9. Annual report

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

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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.
- ❑ Manager 2 is also 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 Drivers/Staff 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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2.4 Dispatchers, Etc.

Dispatchers are responsible for ensuring that a driver has as much information as possible about the pick-up and that accurate records are maintained of all activities.

Dispatchers must take part in the Skills Development Program under the auspices of the Taxi Regulator.

SPECIFIC RESPONSIBILITIES

- ❑ Ensure that all procedures are complied with for all new drivers.
- ❑ Implement an efficient communication procedure so that all Drivers and other Staff 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.
- ❑ Ensure that all Drivers/Staff 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.
- ❑ 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 Drivers/Staff who by action or initiative eliminate hazards.

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2.6 EMPLOYEES – OFFICE BASED/DISPATCH 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 Drivers/Staff 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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2.7 CONTRACTORS (Electricians, Plumbers, etc.)

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

- 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.
- 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 whilst work is being carried out.
- All work must be carried out in accordance with relevant statutory provisions.
- 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.
- Contractors must comply with any safety instructions given by ABC Company management.
- ABC Company must be notified of any material or substance brought onto the premises which has health, fire, or explosive risks. Such materials must be stored and used in accordance with current recommendations.

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3.1 RESOURCES

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.

ABC Company undertakes:

- 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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3.3 TRAINING

HAZARDS

Inadequately trained staff are a hazard to themselves and their co-Drivers/Staff. ABC Company shall identify the training needs of their staff and ensure they are fulfilled.

In addition to the training points below all Drivers and Staff of ABC Company will be part of the Skills Development Program under the auspices of the Taxi Regulator.

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.

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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3.5 SAFETY REPRESENTATION

In agreement with the 2005 Act the Drivers/Staff 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.

However, at the moment, it has not been necessary to elect a Safety Representative. As the company grows it is accepted that this position may change.

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 Drivers/Staff.
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.

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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.

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3.8 WELFARE FACILITIES

Adequate toilet facilities shall be provided and maintained in a good clean hygienic condition.

Adequate washing facilities and washing and drying materials/equipment shall be provided and maintained.

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.

Safe access and egress shall be maintained at all times.

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3.10 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 Drivers/Staff have a right to work in a smoke free environment. All staff have a legal obligation to comply with the legislation. Smoking is prohibited throughout the workplace with no exceptions. This policy applies to all Drivers/Staff, trainees, consultants, contractors, customers and visitors who enter the premises of ABC Company.

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. All new and prospective Drivers/Staff, 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. Drivers/Staff, 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 Bullying at Work Policy

ABC Company recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for Drivers/Staff. As part of the policy of maintaining good employer practice, ABC Company 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 Drivers/Staff 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 either Manager 1, Manager 2 or the Safety Representative.

Manager 2 gives the undertaking to 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 Drivers/Staff are invited to strive in ensuring that our working environment remains a pleasant and friendly atmosphere.

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3.14 Pandemic Policy and Procedure

COVID-19 is an illness that can affect your lungs and airways. It's caused by a Coronavirus virus called CoronavirusSARS-CoV-2. The virus caused a worldwide Pandemic through 2020, 2021 and the early part of 2022.

Due to the significant Deaths, levels of Illness and disruption that this virus caused, the Government issued a series of directives and regulations regarding the management of Covid 19 in the workplace. As of the 28th of February 2022, these restrictions began to be unwound. The final restrictions with regard to international travel were lifted on the 4th of March 2022.

Return to Work Process

As the Pandemic eased, we returned to work as per the Protocols provided by Government and the resources provided by the Department of Health, HSE and HSA. It is no longer necessary to maintain these procedures so they are now being halted in our workplaces.

The Future

As of the date of this policy, Covid 19 is still in circulation and there is always the possibility of another Pandemic occurring in the community. We are in agreement with Government and believe that the level of Vaccination in the community is now at a level that is providing protection. We will however hold on to our Hygiene Supplies, PPE, Documentation and any other material so that they are available in the event of a pandemic recurring.

Advice to staff

As mentioned above, the virus is still in circulation, therefore we give the following advice to staff:

- ✓ Keep yourself up to date on current information from the HSE
- ✓ Ensure you are aware of the Symptoms of Covid 19
- ✓ If you have symptoms, arrange for a test as per the prevailing HSE guidelines and follow the HSE requirements regarding isolation or restricting movements.
- ✓ Maintain good hand hygiene at all times.

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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 Drivers/Staff 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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4.2 FIRE (In Premises)

FIRE HAZARDS

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) Taking part in client 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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should assemble at the designated assembly point so that they can be quickly accounted for.

7. Make sure that the building is cleared of Drivers/Staff 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 DRILL

Fire drills are undertaken twice per year. Records of the date of these drills are on the H&S asset. The drills are also reviewed at our Management meeting.

4.2.4 FIRE WARDEN NAMES

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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

Staff 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.

Drivers/Staff must maintain the workplace in a tidy condition at all times.

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

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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

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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.

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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- 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.

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4.8 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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4.9 HAZARDOUS SUBSTANCES

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

- All cleaning materials and other substances are listed in a safety file.
- All cleaning materials and other 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.
- All cleaning materials and substances are stored in an appropriate unit that is fire retardant and can contain spillages where needed.
- 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.
- Any necessary air sampling, medical examinations, testing, etc. will be carried out as required and records will be kept on the premises.
- 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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- Outside suppliers are informed of any relevant health and safety information such as emergency evacuation procedures; any specific hazards on the premises, etc.
- All machinery must be completely returned to correct operational condition by maintenance personnel before it is put back into operation. Examples are: replacement of machine guarding, re-activation of interlocks, electrical protection devices, etc.

4.12 Noise

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Because of the nature of the business, there is no risk from noisy operations (i.e. no risk that the action levels of 80 dB(A) and 85 dB(A) will be exceeded).

However the Business will continue to monitor noise levels on an informal basis to ensure that noise levels remain as low as is practical, and should there be any significant increase in noise levels, appropriate formal monitoring and further action will be taken.

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4.14 Driving for work

Risk Assessment

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Hazards

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

DESCRIPTION

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

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 =

CONTROL MEASURES

- Good manual handling practice must be exercised in loading and unloading of the vehicle.
- Be very aware of your own capabilities

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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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4.16 Violence and Aggression

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. The following steps are taken by the Business to minimise this risk.

It is the policy of ABC Company not to have staff working alone, except when this cannot be avoided. In general there will be at least two members of staff on hand at all times.

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

- Always keep aware of customers 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 by the Business to minimise this risk.

It is policy to put measures in place to minimise the risks to staff from robbery. These include:

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

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Be alert and aware.

You must keep yourself very alert and aware of what is going on around you at all times, whether you are parked or driving. Take good care of yourself, be rested, eat well, and get exercise.

You must be alert for traffic, using defensive driving tactics, and you must remain alert to who may be around you when you are parked on the street or a lot. If you don't, you are giving someone a chance to sneak up on you and catch you by surprise. You must be very alert whenever you have passengers in the car with you. If you snooze....you lose!

Do not flash or display your money.

Do not wear any type of expensive watch, neck chains, or wrist bracelets. Make sure, if you must wear a neck chain, that it is very thin so that it will break before it can strangle you. Ensure that you keep a minimum amount of money on you.

If your passenger offers you a large denomination bill, advise him you will take him to get it changed at a nearby shop/petrol station. DO NOT show him that you have money to change it.

Know your city/town, etc.

One of the key causes of disputes and arguments is in not knowing your way around the city and taking your customers by the wrong route. This will get them angry, and disputes can quickly turn into assaults, or worse. It is very important that you study and remember all the routes and streets so that you minimize any negative action by the customer.

Trust your instincts.

All your life while you grew up you learned things and stored the experiences in your mind. These learned experiences make up our "data" banks. These banks provide us with knowledge and understanding. These banks are what causes your "instincts" to react. These reactions are very real. Your gut instinct will be right 99% of the time. Listen to what your body is telling you!

Know emergency procedures

Learn what the trouble call signals are, learn where each emergency button or switch is on the vehicle that you are driving. Each one may be in a different location in the vehicle. Check the locations of the switches out each day as you enter the cab, so you remember where they are when you need them.

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Ask the person to move over to the right side of the seat, use any excuse, i.e.: to balance the car, company policy, or whatever you need, but politely get them to move. Buy a convex rear view mirror that replaces or fits over the regular one. This will allow you 100% back seat visibility. It also sends a message to the customer that you can see them. Keep visual eye contact through the mirror, especially if you are suspicious. Do not stare, just enough so they are aware you are keeping an eye on them.

Keep an eye on suspicious passengers

Depending on the risk level that you have assessed your customer at, you want to keep some type of watch over them while they are in your taxi. When you feel very uncomfortable or suspicious of your passengers then make absolutely sure to "keep watch" on them. Your body and mind are telling you to pay attention to these individuals so listen to them and do so. We must always, of course, be diplomatic and mind our own business in most instances when we have passengers who we consider very low risk.

Never tell customers you had a good shift

Never, never, ever tell an inquiring customer that you have had a good day and made a lot of trips or money. If they ask, use a little white lie, like for instance "I only got started an hour ago and its been pretty slow or "it's really been dead today, you are the first ride in over an hour." Be polite, but evasive. Most people just want to make conversation. Many people mean well, they know you work long, hard hours, and they are sincere in hoping you are making out all right.

Carry a spare key

It is a good idea to have a spare key for the taxi you drive, get them made if need be, and carry it in a pocket by itself, not on a key ring. Should you be robbed, what will probably happen is that the robbers will rip out your radio mike so you cannot call for help, and may throw your keys away if they do not steal your taxi to make the getaway. They think by doing this they are depriving you of mobility. It is most unlikely that they will search you other than looking for your wallet and money. This way, should they leave the taxi, or dump it a short distance away, you can get it going after they have.

Never, ever, drive into alleys or back lanes

Never do this if at all possible. Tell your customer that company policy states "no back lanes or alleys". Some persons want you to go there for one reason: to get you out of sight where they can

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money is in your pocket under your jacket - before you reach for it. Tell him there is no need to harm you, you will comply with his demands. Pretend that he is just a regular customer, you are giving him change, and sending him on his way. They will yell and scream at you to hurry, so don't be too slow, just careful. Talk quietly to him in a complying manner, but not too timidly.

Communicate with your dispatcher

When the robbery is finished, or you are able to, immediately call your dispatcher with the trouble code, and your exact location. You want the world to know where you are, especially the other drivers on your radio channel so they can help you.

Memorize the suspect's description

When the attack or robbery is finished, immediately take pen or pencil and write down everything you can remember about the suspect, so that you can make a good witness for the police. Try to remember these details: sex, race, age, height, weight, hair colour and style, eye colour, scars or tattoo's, body marks, glasses, facial hair, voice - high/low, accented, ethnic, stuttering or other voice defects.

The clothing, jacket, shirt, pants, shoes, and last but not least the type of weapon used, and exactly what the suspect said to you. If you can do this while your memory is fresh, it will greatly help in the apprehension of the suspect and his conviction

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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:
 - Precise details of what happened.
 - Who was there (witnesses), include names, addresses and phone numbers of non staff members.

Detailed descriptions of the criminal(s).

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- Stop the vehicle when and where it is safe to do so.
- Secure the vehicle using the parking brake and remove the key if necessary.
- Go back and investigate the problem as necessary.
- If medical attention is needed call the Emergency services.
- Be careful not to lose your temper or shout at pupils who may be disruptive or causing you distraction. Stop the vehicle when it is safe and talk to the pupil if necessary.
- Never let a pupil off the vehicle except at school or his/her residence or nominated drop point.

Dealing with Emergencies

There are many kinds of emergencies that a driver of a school vehicle may have to deal with. They include:

- Adverse weather and not being able to reach a destination
- A fire on the vehicle
- A road traffic accident blocking the way
- A road traffic accident involving the vehicle
- A sick pupil
- A sick driver
- Vehicle breakdown

In many cases the driver will have to make a commonsense decision on what to do. Set out below are some guidelines for dealing with emergencies:

- For some emergencies it may be necessary to evacuate the vehicle, for example a fire on the vehicle. However it will be necessary for the driver to decide if the pupils are actually safer on the vehicle than off the vehicle. In general if the emergency is a threat on the vehicle then get everybody off the vehicle. If the emergency is a threat outside the vehicle, then ask if the pupils would be safer off the vehicle or at their destination.
- Evacuating the vehicle should only be done when the hazards outside the vehicle are lower than those on board i.e. on a dark wet, winter's morning on a busy street; 30 pupils may be better off in the vehicle than standing at the roadside.

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4.21 Prisoner Transport Services

Hazards

Road Traffic Accidents

Assault

Escape attempt

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Set out below are some control measures for taxis and vehicles used for transporting prisoners between courts, Garda Stations, Prisons, etc.

Control measures

- This is a non-emergency service.
- All previous assessments regarding the vehicles, drivers and driving must be adhered to.
- All vehicles and taxis that are designed for it shall have a seat belt for every occupant.
- Basic first aid kits are carried in all vehicles however Drivers are not necessarily trained first aiders and the purpose of the first aid kit is for treatment in case of an accident or injury relating to the use of the vehicle.
- Prisoners will never be transported without Garda escorts.
- Driver to discuss any particular concerns with the Gardai before setting off.
- Gardai will decide on the need for Prisoner Restraint.
- Driver is not engaged to detain or manage the prisoner in any way, if there is any type of altercation the driver must stop the taxi as soon as it is safe to do so and then exit the vehicle to a safe position.

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- If medical attention is needed call the Emergency services.
- Be careful not to lose your temper or shout at individuals who may be disruptive or causing you distraction. Stop the Taxi when it is safe and talk to the person or their carer (where relevant) if necessary.
- Never let a passenger off the Taxi expect at his/her residence or nominated drop point.

Dealing with Emergencies

There are many kinds of emergencies that a driver of a disability vehicle may have to deal with. They include:

- Adverse weather and not being able to reach a destination
- A fire on the Taxi
- A road traffic accident blocking the way
- A road traffic accident involving the Taxi
- A sick passenger
- An incident related to the particular disability of the person being transported
- Taxi breakdown

In many cases the driver will have to make a common sense decision on what to do. Set out below are some guidelines for dealing with emergencies:

- For some emergencies it may be necessary to evacuate the Taxi, for example a fire on the Taxi. However it will be necessary for the driver to decide if the passengers are actually safer on the Taxi than off the Taxi. In general if the emergency is a threat on the Taxi then get everybody off the Taxi. If the emergency is a threat outside the Taxi then ask if the passengers would be safer off the Taxi or at their destination.
- Evacuating the Taxi should only be done when the hazards outside the Taxi are lower than those on board i.e. on a dark wet, winter's morning on a busy street; 3-4 disabled persons may be better off in the Taxi than at the roadside.

Issues and controls around the transport of Wheelchairs

Transport Position

(Sitting so that the wheelchair is) rear facing is the safest direction for transport because most crashes are frontal, and the impact sends the body into the support of the surface behind the occupant.

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Special Medical Conditions

Ensure that wheelchair users who have shunts, G-tubes, tracheotomies, or sensitive areas are not under pressure or friction in these areas from the seating and positioning straps or from the shoulder or lap portion of the vehicle tie-down system.

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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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7. Appendix

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A4 Method Statement for Specific School Runs

Taxi Operator	Name:	Address:		Tel:
				E-mail:
School Name				
Description of the particular hazards or concerns for the school				
School Address/Location:		Run Start Date/Time:		
		Run Finish Date/Time		
Personnel Involved in the preparation of this Method Statement and the operation of the School Run.	Name		Position	
Taxi Operator Supervisor:		Tel:		
Taxi Operator Safety Officer		Tel:		
Vehicle type, size and description dedicate to this run.				
Any Key Adaptations?				
Other Essential Equipment:	(i.e. wheelchair lift, etc)			

PART 8 Related Policies

8.1 ABC Company Environmental Policy

Commitment to good environmental management

This Environmental Policy Statement reflects our commitment to protect the environment, continually improve our environmental performance and manage our environmental impacts through compliance with applicable environmental, legal and regulatory and best practice requirements pertaining to our business operations.

At ABC Company we aim to promote a culture that focuses on continual environmental improvement, minimises environmental impact, protects the environment and the prevents pollution through the implementation of environmental and sustainability control measures and increasing environmental and sustainability awareness among all ABC Company employees, Contractors and Suppliers.

Environmental objectives

In order to fulfil our environmental commitment, we at ABC Company aim to achieve the following objectives:

- Use this policy as a framework to set environmental objectives and plans and to review performance on a scheduled basis.
- Manage our environmental aspects and impacts throughout ABC Company to prioritise and address our significant environmental impacts in order to minimise pollution risks and the potential for environmental damage.
- Adopt good environmental management practices, in compliance with all applicable environmental legal and regulatory requirements and ABC Company Corporate Policies, Strategies and Standard procedures set out in our Environmental Management System.
- Foster openness, dialogue and facilitate communication and participation regarding our environmental performance and our environmental objectives and plans.
- Ensure that our management team and persons working for and on behalf of ABC Company are fully aware of their environmental responsibilities through leadership and communication, training, and support.
- Focus on our primary environmental goals;
 - Good environmental management practices at our Depot including discouraging of fly-tipping.

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- Provide all staff with Environmental Awareness Training and spill management training. .
- To manage the possibility of a fuel or other substance spillage, provide all of our vehicles with a spill prevention kit alongside the first aid kits.
- To minimise or eliminate the storage of Diesel, Fuel or other Hazardous Substance within the depot.
- Where it is necessary to retain the storage of any hazardous substance, to ensure it is stored in a bunded, fire proof and leak proof store/container.

This Policy is applicable to all ABC Company employees, contractors and suppliers. It will be made available and communicated to all interested parties as required.

Signed by Manager 2:

Review annually; date of next review xx/xx/xx.

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	ABC Company
	Covid 19 Risk Assessment

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