

# EMi

**Services Limited**

**Elite Maintenance  
& Installation Services Limited**

## **Health & Safety Manual**

Revision 9.2 - 23/04/2019

## EMI Services Limited Health and Safety Manual

### Modification History

As this document is controlled electronically whenever a change is made, the whole Manual is reissued. The details of the actual modifications are shown below.

Section No.	Page	Issue	Replaces Issue	Date of Re-issue	Reason for change	Authority
SP09	5	2	1	11/02/11	Following site inspection section 6.2.5 updated	L. Daly
SP13	3	2	1	06/05/11	Following Accident Section 6.2.4 Added	L. Daly
SP19		1	0	10/10/11	CDM Procedure Added	D. Clough
SP20		1	0	12/10/11	Infection Control Procedure Added	D. Clough
1.2	14	Rev 3.0	Rev 2.0	25/10/12	Organisation Structure Update	D. Clough / L. Daly
3.4	41	2	1	20/11/11	EMI SP 13 (Work Equipment Procedure) Modified	D. Clough / L. Daly
SP21		1	0	29/01/13	Installation & Maintenance of Gas Systems Procedure added	D. Clough
1.3	19	Rev 4.0	Rev 3.0	23/09/13	Arrangements for vehicles, change of Administrator	L. Daly
1.2	14	Rev 4.0	Rev 3.0	23/09/13	Organisation Structure Update	L. Daly
SP 09	7	Rev 4.0	Rev 3.0	21/11/13	6.9 updated to reflect rescue plans	L. Daly
1.2	14	Rev 4.0	Rev 4.0	23/09/14	Organisation Structure Update	L. Daly
SP 22		1	0	02/02/15	Safe Isolation of Plant & Equipment Procedure added	L. Daly
SP 23		1	0	23/02/15	Induction Training Procedure added	L. Daly
1.2	14	Rev 5.0	Rev 4.0	23/02/15	Organisation Structure Update	L. Daly

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Section No.	Page	Issue	Replaces Issue	Date of Re-issue	Reason for change	Authority
2.8	39	Rev 5.1	Rev 5.0	23/02/15	Induction Training Procedure added	L. Daly
3.4	41	Rev 5.2	Rev 5.1	23/02/15	Safe Isolation of Plant & Equipment Procedure Added to wording	L. Daly
4.5	45	Rev 5.3	Rev 5.2	23/02/15	Infection Control Procedure Added to wording	L. Daly
SP24		1.0	0	04/03/15	Lone working procedure	L. Daly
1.2	14	Rev 5.4	Rev 5.3	06/07/15	Organisation Structure Update	L. Daly
ALL	ALL	Rev 5.4	Rev 5.3	06/07/15	Whole document reformatted and Re-Indexed	L. Daly
1.3	27	Rev 5.4	Rev 5.3	06/07/15	Reworded CDM 2007 to CDM 2015	L. Daly
1.2	11	Rev 5.4	Rev 5.3	06/07/15	Addition of arrange for the testing of portable electrical equipment (tools)	L. Daly
1.3	20	Rev 5.4	Rev 5.3	06/07/15	Addition of EMI SP 24 – Lone working	L. Daly
3.4	38	Rev 5.4	Rev 5.3	06/07/15	Addition of EMI SP 24 – Lone working Procedure	L. Daly
3.4	38	Rev 5.4	Rev 5.3	06/07/15	Addition of EMI SP 04A- Dynamic Risk Assessment	L. Daly
SP17		Rev 6.0	Rev 5.4	03/08/16	Addition of SP17-A	L. Daly
1.2	14	Rev 6.1	Rev 6.0	03/08/16	Organisation Structure Update	L. Daly
1.2	14	Rev 6.2	Rev 6.1	17/10/16	Organisation Structure Update	L. Daly
1.2	14	Rev 6.1	Rev 7.0	02/05/17	Organisation Structure Update	L. Daly
1.2	14	Rev 7.0	Rev 8.0	14/07/17	Organisation Structure Update	L. Daly
1.2	14	Rev 8.0	Rev 8.1	01/08/17	Organisation Structure Update	L. Daly
1.2	14	Rev 8.1	Rev 8.2	27/11/17	Organisation Structure Update	L. Daly

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Section No.	Page	Issue	Replaces Issue	Date of Re-issue	Reason for change	Authority
2.8	21 & 37	8.3	8.2	03/01/18	Updated Consultation Procedure	L. Daly
All	All	8.3	8.2	03/01/18	Updated Index and page numbering	L. Daly
1.2	14	8.4	8.3	22/06/18	Organisation Structure Update	L. Daly
1.2	14	9.0	8.4	01/08/18	Organisation Structure Update Embedded Documents replaced with hyperlinks Annual Review	L. Daly
1.2	14	9.1	9.0	22/06/18	Organisation Structure Update	L. Daly
1.2	14	9.2	9.1	23/04/19	Organisation Structure Update	L. Daly
All	All	9.2	9.1	23/04/19	Replace "External H&S Advisor" with "H&S Manager"	L. Daly

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# EMI Services Limited Health and Safety Manual

## **0.0 Manual Maintenance**

This manual contains details of the Health and Safety policies and systems applicable to operations concerning Elite Maintenance & Installation (EMI) Services Limited. These procedures reflect current Legislative requirements with respect to safe working practices.

The H&S Manager, or delegate, is responsible for the maintenance of the manual, including preparation, review/revision and distribution.

Changes to this document will be communicated to the relevant workforce as and when required. This communication will be documented.

The only controlled copy of the manual will be maintained by the H&S Manager, or delegate, in electronic format and read only access to this copy will be made available to all personnel. Any printed copies of the manual are uncontrolled.

### **Scope of this manual**

This H&S manual applies to operations and activities undertaken on behalf of EMI Services Limited.

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## 1.0 Health and safety Policy

### 1.0 Purpose

The health and safety policy contributes to all of our aspects of business performance as it demonstrates our commitment to continual improvement with regards to our Health and safety performance. Responsibilities to people and the environment are met in ways which fulfil the spirit and the letter of the law. Through our Health and safety policy we share a common understanding of the company's vision, values and beliefs.

### Elite Maintenance & Installation Services Limited Health and Safety Policy Statement

The Managing Director of 'EMI Services Limited' is fully committed to doing all that is reasonably practicable to protect the health, safety and welfare of its employees and any other persons affected by our activities through applying the high standards that is set out within this Health and Safety policy.

As an established Heating, Ventilation & Air Conditioning company specialising in the installation, maintenance and servicing of equipment for the commercial and light industrial markets, we are keenly aware of the need to ensure the safe and secure storage of our stock and compliance of the products we supply to our customers. In addition we recognise the importance of providing an ergonomic environment for our valued employees and for identifying and managing stress factors which may affect them.

The Managing Director has overall responsibility for ensuring that we maintain our high standards of health and safety. However, we rely on all of our employees and partners to play their part in implementing our health and safety policy and drawing to our attention, areas in which we can improve.

The Managing Director will in particular:

- *provide and maintain a safe and healthy working environment including safe access arrangements and suitable welfare facilities*
- *provide information, instruction, training and supervision to enable employees to perform their work safely, including displaying a copy of this policy and drawing the policy to the attention of new employees*
- *ensure that risk assessments are undertaken, implement the identified control measures and ensure that safe systems of work are applied in relation to all of our activities*
- *ensure safety and the absence of risks to health in connection with the storage, handling, use and transport of articles and substances*
- *ensure that all work equipment are suitable for purpose and properly maintained*

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- *minimise the use of hazardous or dangerous substances and where their use cannot be eliminated, implement suitable controls*
- *make available all necessary safety devices and protective equipment and supervise their use*
- *be prepared for emergencies such as fire and medical emergencies and investigate all incidents of injury or ill health*
- *promote a positive health and safety culture within the organisation, in particular by consulting with our employees on health and safety matters, directly and through our regular health and safety meetings.*

The Company is committed to ensuring that the implementation of health and safety measures is adequately resourced to enable the full implementation of this policy. This commitment includes the provision of sufficient financial resources, management and employee time, training and health and safety advisory support. The company appoints Lee Daly, QHSE Manager to provide competent health and safety advice.

It is the responsibility of the Managing Director to monitor the implementation of this policy and the company's overall health and safety performance by commissioning and considering the results of a health and safety audit, conducted on an annual basis.

This Health and Safety Policy Statement and the Responsibilities and Arrangements that support it will be reviewed at least annually or more frequently where there have been significant changes to the company or the nature of the company's activities.

Original Printed Copy held at EMI Services Ltd, detailed and signed as below.

Signed: 

Date: 23/04/2019

Name Dave Hardingham

Title: Managing Director

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## Organisation

This section of our Health and Safety policy sets out the health and safety responsibilities of the Managing Director and employees of 'EMI Services Limited'.

## The Managing Director

The Managing Director is responsible for:

- Demonstrating leadership on all matters relating to Health and Safety and acting promptly where deficiencies are identified
- Revising the health and safety policy at least annually, on the advice of our internal Health and Safety Advisor Lee Daly
- Reviewing health and safety performance by receiving reports of the annual health and safety audit and other performance measures
- Agreeing health and safety targets and objectives for the company and monitoring their implementation
- Receiving investigation reports of serious untoward incidents/ work related ill health and responding effectively to those reports
- Reviewing the effectiveness of measures to consult with and involve the workforce in health and safety
- Considering the health and safety implications of introducing new working practices, new personnel or other significant business change, at the planning stage and taking the action necessary to mitigate any increased risk
- Ensuring that no changes to the business are introduced without dedicating sufficient resources for health and safety purposes
- Ensuring that there are arrangements in place to receive reports on the impact on health and safety performance following the introduction of significant changes
- Ensuring that the company has access to competent health and safety advice on health, safety and fire safety matters including access to specialist advisors where necessary
- Consider health and safety needs when deciding on new appointments
- Receiving regular update briefings on new and changed legal requirements and other external developments and ensuring that action is initiated to make any necessary internal changes.
- Allocate adequate resources to implement the Health and Safety Policy
- Appoint the company's internal Health and Safety Advisor and any other specialist advisors as required;

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# EMI Services Limited Health and Safety Manual

- Keep the Health and Safety Advisor informed of:
  - Accidents, incidents and work related ill health issues which caused or had the potential to cause serious injury or ill health.
  - Any proposed changes to the premises, activities or management structure.
  - Any new hazards not already identified within risk assessments which have been brought to his attention
  - Any visits by enforcing authorities.
  - Any difficulties or delays in implementing advice provided by the advisors.
- Investigate serious accidents, incidents and cases of ill health that are alleged to be work related, seeking assistance from the Health and Safety Advisor where necessary and ensuring that statutory reports are made for serious incidents in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- Review the health and safety standards and practices of the company on an ongoing basis
- Ensure that there are appropriate arrangements for the selection and training of employees, taking into account health and safety competence and attitude requirements.
- Ensure that supervisory staff are aware of the importance of enforcing health and safety rules and leading by example by following the rules themselves.
- Oversee the purchase of equipment and materials to ensure that safety requirements are met and that relevant information such as instructions supplied.
- Ensure that for equipment or materials purchased from outside the EU and the Company is the 'importer', arrangements are made to ensure that EU product safety legislation and material labeling requirements are met.
- Instruct supervisors and other employees in their specific responsibilities and review their success in meeting their obligations both on an ongoing basis and formally during their annual appraisal.

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## Area Managers & Supervisors

The area managers and supervisors assist the Managing Director in the management of the day to day running of 'EMI Services Limited.' Their health and safety role is therefore to:

- Take a leadership role on health and safety matters by setting a good example and acting promptly where deficiencies are identified
- Plan the work of staff so as to avoid dangerously excessive working hours in order to ensure compliance with the Working Time Regulations
- In the selection of employees, consider the health and safety competence requirements including attitude to health and safety matters and fitness for work
- Provide appropriate skills/ health and safety training to employees on starting employment and when their job role or work activities change, reviewing training needs.
- Ensure that staff are only given tasks for which they are competent and that adequate manpower is provided for the safe completion of tasks
- Ensure employees are sufficiently supervised to the extent that this is practicable and necessary having regard to the work activities and the competence of the workforce
- Ensure that work equipment and personal protective equipment are suitable for purpose, supplied where necessary and properly maintained
- Work with the Health and Safety Manager to ensure that risk assessments are undertaken to cover general hazards, fire safety, manual handling, first aid needs, personal protective equipment and work or work experience involving under 18 year olds and the needs of new and expectant mothers at work;.
- arrange for the testing of portable electrical equipment using internal or external electricians according to an agreed schedule (Tools)
- Ensure that risk assessments are acted upon and that the results are shared with employees undertaking those activities
- Instruct employees in their specific responsibilities and review their success in meeting their obligations on an ongoing basis.
- In the absence of the Managing Director take on other aspects of his role as necessary e.g. accident investigation and liaison with the Health and Safety manager.
- Report to the Managing Director any health and safety concerns which they are not able to resolve.

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## Health and Safety Manager

The 'EMI Services Limited' Health and Safety Manager is Lee Daly. He has day to day responsibility for maintaining health and safety standards of the company. In particular, he will:

- maintain the Health and Safety Manual
- every five years, arrange for the testing and inspection of the fixed electrical installation on premises occupied by EMI Services Limited
- Arrange for the testing of portable electrical equipment using internal or external electricians according to an agreed schedule (office equipment).
- implement fire safety measures specified in the fire safety risk assessment
- ensure the fire extinguishers are serviced annually by a specialist contractor
- monitor on a daily basis that high standards of housekeeping are maintained, with aisles and exits remaining clear and unobstructed and kitchens/ toilets in a clean condition
- ensure that the no smoking policy is strictly applied
- ensure that the building fabric and services are maintained in good condition and effective working order
- ensure that records are maintained of all of the above premises checks, testing and maintenance activities
- complete a monthly health and safety checklist covering the health and safety arrangements described in this policy and the condition of the premises and determine any actions to be taken
- in accordance with the outcome of the 'Assessment of First Aid Needs', coordinate arrangements for the provision of first aid equipment and trained first aiders/ appointed persons, with arrangements for refresher training
- check the contents of the first aid kit/s on at least a monthly basis and replenish supplies as necessary
- ensure that staff understand procedures for fire emergencies including arrangements for calling the fire brigade and that fire drills are conducted six monthly
- ensure that a fire marshal is appointed and trained and that their name is displayed

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# EMI Services Limited Health and Safety Manual

## All Employees

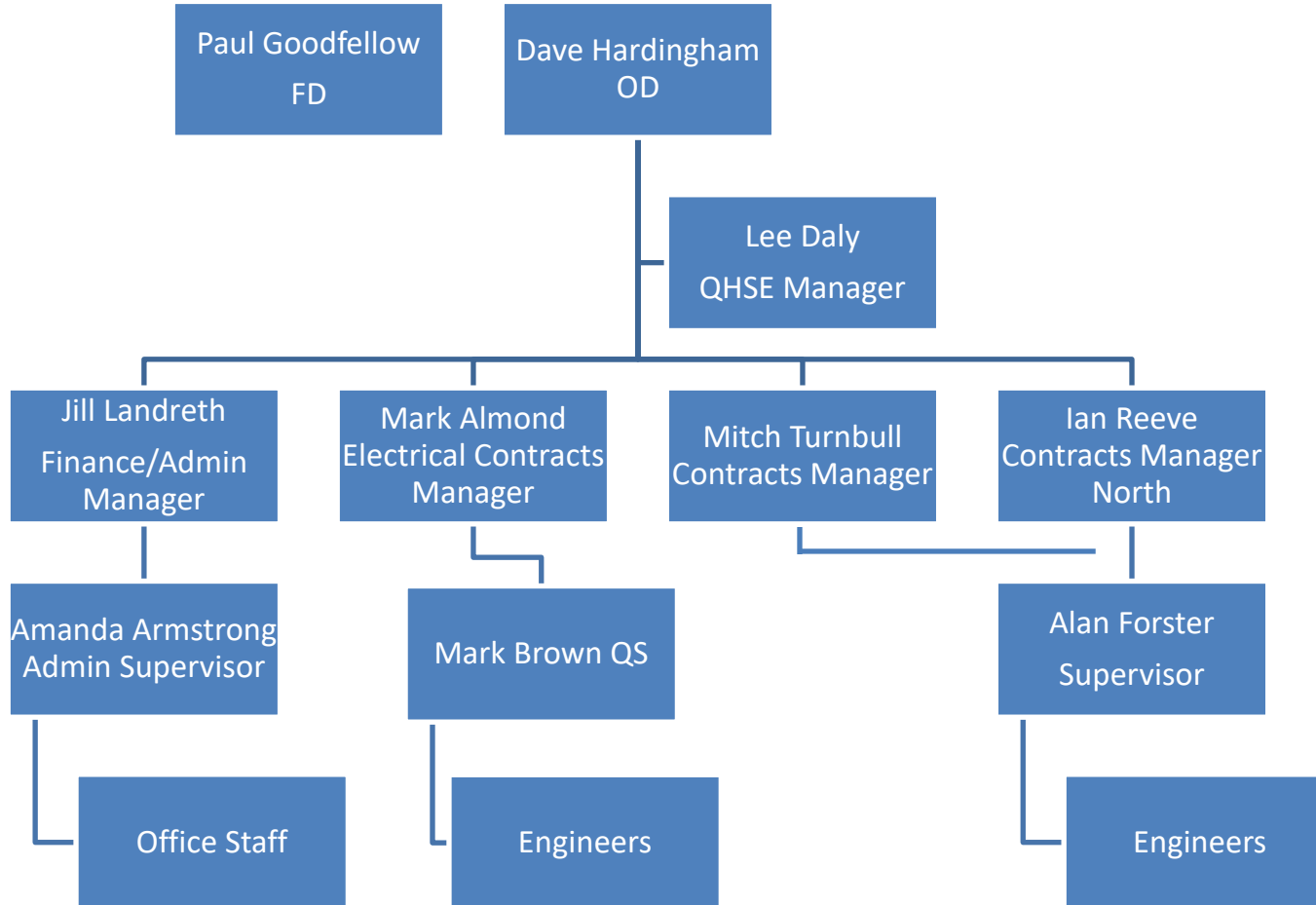
All employees must take care of themselves and others affected by their work and in particular are expected to:

- familiarise themselves with this health and safety policy and risk assessments relevant to their work activities, comply with the requirements set out and raise any shortfalls in the content with their supervisor
- follow the safety rules for the work activities undertaken
- know the emergency procedures for the site/location at which they are working
- use work equipment in accordance with information, instruction and training provided by the Company
- not use defective equipment or misuse equipment
- if applicable wear personal protective equipment issued appropriate to the job they are doing as identified on risk assessments
- look after personal protective equipment and report loss or damage to their supervisor
- report any safety problems, accidents or near misses to their supervisor
- not work under the influence of alcohol or drugs.

**No Director, Manager, Supervisor, or employee of the Company may undertake or authorise any activity which places employees, or others, in danger, or is in breach of legal requirements with respect to health and safety.**

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## Health and Safety Organisation Chart



## Health And Safety Arrangements

### Introduction

**This section sets out the 'EMI Services Limited' health and safety Management system and the way in which specific issues are dealt with. The company implements its health and safety policy through the following arrangements.**

### Policy and Standards

The Managing Director has signed a statement of health and safety policy. The company's policy and all actions taken in relation to health and safety are based on current legislation and nationally issued guidance and codes of practice.

### Organisation

The responsibilities for the implementation of our health and safety policy are set out in the preceding 'Organisation' section. All parts of this policy, including the organisation section are approved by the Managing Director and reviewed annually or more frequently if required.

All persons working for the company have clear responsibilities for health and safety and their success in fulfilling those responsibilities are measured during periodic audits.

Competent health and safety advice is provided in support of our Senior managers by Lee Daly. We also intend to make use of other specialist advisors and services if required, such as Occupational health advisors, occupational hygienists and fire safety advisors. We consult with the workforce regarding the appointment of persons to provide competent assistance.

## First Aid

An assessment of EMI Services Limited's first aid needs to determine the numbers of first aiders and the first aid facilities required has been carried out as per procedure ([EMI SP 08](#))

As a result the following arrangements have been implemented:

Kim Conway is our appointed person for first aid in the office. Kim Conway is responsible for undertaking a monthly check of the first aid kits on the premises and on location and for replenishing them as necessary.

All engineers and site operatives are / to be trained as appointed persons.

In temporary and exceptional circumstances when the appointed person is away from the premises the next most senior person will take charge in a medical emergency.

New starters are provided with information about the first aid arrangements including the names of the appointed first aid person as part of their induction.





# EMI Services Limited Health and Safety Manual

## Accident and Work Related Ill Health Reporting and Investigation

All injury accidents, however minor, are recorded within the HSE approved accident book. The Staff are instructed in this policy, on starting work with the company.

All accidents and incidents are investigated to determine the root cause and any actions necessary to prevent a recurrence. Actions will be recorded in the action traction log and tracked with persons appointed to own actions. Where the accident caused, or had the potential to cause, serious injury, the investigation is conducted by the Managing Director with the assistance of our Health and Safety Advisor. (EMI SP 17)

If an employee informs a manager of ill health which the employee believes to be work related, it is investigated in a similar way as other untoward incidents, with medical advice being obtained as necessary.

The managing Director is responsible for reporting incidents which fall within the reporting requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

All accident records and associated information are filed confidentially and retained for ten years.

## Display Screen Equipment

Suitable furniture is provided for our office staff, including adjustable chairs at computer workstations. Sufficient space is provided for the needs of each user including the provision of storage space away from the desk where necessary.

Desks are sited so far as is possible so that glare, reflections and extremes of light and shade do not cause discomfort. Window blinds are also provided to assist in the control of these hazards. Our work environment has been designed for the comfort of display screen users taking into account the need to control nuisance noise, temperature, humidity and lighting.

Software is selected for its suitability for the task and ease of use. Users have access to IT support to assist with any issues during their working activities. Users are able to take regular breaks away from screen work.

Workstation assessments conducted by our Health and Safety Advisor identify any particular improvements required to individual workstations and these are implemented by our Health and safety coordinator (Lee Daly.) The outcome of assessments is shared with each 'user'.

Workstation assessments are reviewed annually and also whenever there has been a change to the workstation or the tasks undertaken. (EMI SP 06)

Records of workstation assessments are retained for at least 5 years and master copies are retained by our health and safety coordinator (Lee Daly). As display screen assessments may contain health information, they are filed confidentially.

Eye and eyesight examinations are provided by the company on request and, where needed solely for the use of the equipment, the cost of a basic pair of spectacles is also reimbursed.

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Employees who are designated 'users' are provided with training in the hazards of display screen use, the precautions for safe working and the arrangements for obtaining eye and eyesight testing. This training is provided when they first begin working with display screen equipment. Employees are encouraged to promptly report any problems including health concerns, to the health and safety coordinator (Lee Daly) who is responsible for arranging a reassessment of the workstation and any corrective action required. If the matter is not easily resolved, assistance will be obtained from an occupational health specialist.

## Manual Handling

Although every effort is made to reduce loads to a level where there is little risk of injury, we accept that this cannot always be achieved, particularly in relation to work activities carried out during handling of HVAC and engineering related equipment and transporting them to locations within our client's premises.

Specific manual handling risk assessments are undertaken by our Health and Safety Advisor to identify tasks which present a risk of injury and the precautions required to reduce the risk to the lowest level reasonably practicable. Recommendations arising from the assessments are implemented by managers and employees are instructed in the outcome. Copies of the assessments are provided to all employees. (EMI SP 06)

Equipment is provided where possible to minimise or simplify handling of heavier objects and we ensure that two or more persons are available where the risk assessment identifies the need.

Employees involved in heavy lifting are trained in the safe techniques to use and instructed to report to the Managing Director any health concerns that may make manual handling less safe for them. The significant findings of the assessments are communicated to employees involved in the relevant activities. Where we have specified the use of equipment or safe systems of work to reduce manual handling risks, staff are trained in the system of work.

For staff who are not expected to carry out heavy lifting and are therefore not trained, we make it clear during induction training that they are not permitted to undertake these types of activities.

Records of manual handling assessments are retained for at least 5 years and master copies are retained by our Health and safety coordinator (Lee Daly). Manual handling assessments are reviewed at least annually or more often if there have been changes in the matters to which they relate.

## Competence and Training

Health and safety training requirements are discussed with our health and safety manager and as a result training is arranged as appropriate. (EMI SP 02)

Training needs are reviewed at recruitment of new starters and then formally on an annual basis during our health and safety review meeting. Training needs are also identified on an ongoing basis for example: as a result of risk assessments or accident investigations; through inspections or audits; and arising from changed legislation or standards.

All employees are inducted in the contents of this policy with particular emphasis on their personal responsibilities. All new employees also receive basic induction training on general health and safety matters, including:

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- their legal duties, as set down in both criminal and civil law
- the findings of risk assessments
- arrangements for first-aid
- fire, evacuation drills and other relevant emergency procedures
- expected standards of behaviour and housekeeping
- how to report accidents, incidents and 'near-misses'
- any special hazards and control arrangements affecting the workplace.

The general safety induction is carried out by using an induction checklist which is kept as a signed and dated record that the training took place.

Where an individual takes on specific health and safety responsibilities they will receive relevant health and safety training for example this applies to supervisors, fire marshals or first aiders. We also provide specific training for e.g. those undertaking lifting tasks or those using ladders or step ladders,

Training will also be provided at the introduction of new equipment, new technology or work procedures. Young workers i.e. those under 18 years old, will receive additional training and supervision as required, according to the outcome of an individual young person's risk assessment.

### Disabled and Temporary disabled

Where we employ persons with disabilities, or where existing employees become disabled, we will seek advice from our health and safety manager to ensure that the workplace is adapted for their needs including arrangements to ensure their health, safety and welfare.

In the case of temporary disability such as a broken limb, it may be necessary to exclude the individual from our workplace if adaptations are not reasonably practicable in the short timescales involved. When individuals have been 'signed off' work by a doctor, they are not permitted to work until either the sick note end-date has expired or they have returned to the doctor and been signed back to work.

We will ensure that the needs of disabled staff are taken account of within risk assessments and if necessary, undertake an individual risk assessment for the work of the particular employee, taking into account their abilities and disabilities.

The risk assessment will covers not only the risks to the individual but also any additional risks which may be created if the individual is unable to assist in anticipated emergency situations such as responding to a fire alarm.

We also have a 'Buddy' system in place to cover evacuation in the event of a fire.

Relevant risk assessments and the 'Buddy' system will be reviewed at regular intervals.

### Driving

Our Managing Director, area managers, supervisors and engineers all drive regularly for work purposes. This includes attendance at company meetings and travelling to and from clients premises.

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# EMI Services Limited Health and Safety Manual

We have carried out a risk assessment of our Driving activities and as a result of the assessment we have determined that the following arrangements are required to control risks to our staff and other road users.

We check the driving licence of any employee who drives company vehicles, both at the time of their initial employment and at least annually thereafter, to ensure that they are suitably qualified for the type of vehicle to be driven. If there is any doubt about the validity of a licence and its content we contact DVLA with the permission of the driver, to confirm details. We recognise that there are limits on the validity of foreign licences and ensure that this is also checked with DVLA when applicable.

At the same time as checking driving licences we also check that private vehicles used for work purposes are insured for business purposes and where more than 3 years old, MOT'd.

Our employees are expected to carry out pre-use inspections of vehicles and ensure they are safely loaded. In the case of company vehicles employees are required to record vehicle checks on a weekly basis.

Company vehicles are maintained via a mechanic at the manufacturers required intervals. Maintenance, Insurance and when required, MOTs, are arranged by the transport administrator (Kim Conway).

Due to our work involving carrying hazardous loads there are particular requirements for the signage of our vehicles for safety purposes and we have arrangements in place to ensure that the vehicles are suitable in this respect.

Driving and working hours are monitored to ensure compliance with Working Time Regulations. In our work planning process our managers avoid the need for staff to drive at the end of excessively long working days by as appropriate, providing overnight accommodation, arranging for driver sharing or using public transport. Managers also consider when scheduling work, the need to discourage speeding and to include within journey times, sufficient time for suitable rest breaks.

In any case we expect employees to avoid driving when tired or unwell and will normally reimburse them for additional rest breaks and unplanned overnight stays where required. Employees are required to inform their line manager if they are suffering from any health condition or taking any medication which could affect their ability to drive safely.

Within our driver handbook we set out our expectations for driver behaviour which includes:

- an expectation that they will adhere to road traffic laws
- normal limits for working hours when the day involves driving
- the need to take a rest break of 15 minutes after every 2 hours of driving and when tired
- not driving under the influence of alcohol or drugs (including prescription drugs)
- not using a hand held phone when driving
- only using hands free phones for brief essential conversations in slow moving traffic when stopped at the side of the road.

Company vehicles are equipped with a safety kit comprising of a first aid kit and fire extinguisher,

Any vehicle used for regular driving on company business is required to be covered by a roadside repair and rescue contract

Vehicle accidents are recorded and investigated in the same way as other work related incidents, and improvements made to our policy as necessary to avoid a recurrence.

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## Consultation

The company is committed to a partnership approach to risk management involving all managers and employees. (EMI SP 01) In particular the company will consult with staff on:

- any changes at the workplace that may substantially affect their health and safety, for example, changes in systems of work
- the arrangements for competent advice on health and safety matters
- the information to be given to employees about risks to health and safety and preventative measures
- the planning and organising of health and safety training
- the health and safety consequences of introducing new technology.

The company consults directly with staff through direct consultation and in accordance with Health and Safety (Consultation with Employees) Regulations 1996 (as amended) Regulation 3, EMI Services has opted for direct consultation from Senior Management, appointing Lee Daly as a competent advisor and nominated person in accordance with regulations 6(1) and 7(1)(b) of the Management of Health and Safety at Work Regulations 1992.

## Lone Working

The Health and Safety Executive (HSE) defines lone workers as 'those who work by themselves without close or direct supervision.' In our business we have identified the following lone working situations:

- Working alone on the premises or on a client's site before or after normal hours
- Working from home

Lone working is included as part of our 'General risk assessment' and have put in place risk control measures including:

- Regular checks with supervisors
- Security measures regarding access to premises
- Means of contacting emergency services

Our staff are instructed that they must immediately leave any situation in which they feel uncomfortable or at risk and that such action has the support of management. (EMI SP 24)

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## Occupational Health provision and Health Surveillance

At interview we ask individuals whether there is any reason they know of that would prevent them from performing the tasks involved in the job. This provides an opportunity for individuals to tell us about any health concerns which may affect their work or be made worse by work. If we are informed of such issues, we consider what reasonable adjustments can be made to accommodate the individual's needs.

If an individual has an injury or illness which appears to be work related, we seek a medical opinion to assist us in evaluating the problem and identifying any practical changes we can make to assist the individual in safely continuing to do their job.

Through risk assessments we have considered the need to provide health surveillance to employees and as a result we have determined that no health surveillance is required.

## Performance Monitoring and Audit

Proactive measurement of our performance against health and safety standards will be undertaken by through:

- formal review of performance against health and safety policy
- monthly health and safety monitoring
- monitoring of progress against action plans by Health and Safety meetings,

### Formal Review and Audit

The Health and Safety Manager undertakes a formal audit every year to determine whether the policy requires revision and to measure whether the responsibilities and arrangements set down within the Health and Safety Policy and associated procedures, are being implemented in practice. Following this audit, a report is presented to the company analysing current performance, identifying major and minor non-conformances and making recommendations for corrective action. (EMI SP 18)

On receipt of the audit report, the company agree the health and safety action plan and the resources necessary. They also agree health and safety performance targets and objectives for the coming year. The Managing Director will drive forward improvements and monitor to ensure that progress is made within identified timescales.

The Health and Safety Policy document is reviewed by the Managing Director with input from the Health and Safety Advisor on an annual basis, in liaison with representatives of the company, to ensure that the policy reflects current activities, company structure and legislation.

### Monthly Health and Safety Monitoring

The Health and Safety Coordinator undertakes a monthly inspection of the entire premises and monitors that routine management actions are completed using a prepared checklist. In addition we carry out regular inspections of activities carried out by employees on our client's sites to ensure compliance with the requirements set out within this policy, safety procedures, and associated safe systems of work in place on site. In addition, on completion of the health and safety inspections, the Health and Safety Coordinator collates the results and determines any actions to be taken. Timescales and responsibilities are assigned and recorded in the 'Action traction' log. The H&S Coordinator reviews the action traction log and

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determines whether there are actions which remain outstanding from previous monitoring. Where actions have not been completed the Coordinator highlights these to the appointed person for follow up.

## Monitoring by Health and Safety Meetings

Our quarterly health and safety meetings include a standing item for performance monitoring. This item is used to receive and evaluate progress reports concerning the health and safety action plan and overall objectives.

## Personal Protective Equipment and Clothing

We recognise that the use of PPE as a risk control measure is a last resort as it protects only the user and is at risk of not being worn correctly. Our employees are supplied, free of charge, with any PPE identified as a required risk control measure within risk assessments. We ensure that it is CE marked, is a good fit, is compatible with other PPE, that suitable storage is provided to prevent damage and that instructions are provided in its' correct use and maintenance. (EMI SP 14)

PPE is checked during our monthly workplace monitoring programme and replacements are available on request in between inspections. Records are kept of all PPE issued to employees.

Engineers are responsible for ensuring that they have the correct PPE in their vehicle at all times in accordance with instructions and for reporting loss or damage so that it can be replaced.

## Risk Assessment

We have a procedure in place for the completion of general and specific risk assessments as required by legislation. (EMI SP 04) Risk assessments are led by persons who have appropriate training and experience with input from individuals with experience of the work activities being assessed.

The extent to which we undertake the assessments internally depends on the competency required.

Type of Risk Assessment	Competent Assessor Who Undertakes
General	<i>Health and Safety Advisor</i>
Work At Height	<i>Health and Safety Advisor</i>
COSHH (Chemical and Biological Hazards)	<i>Health and Safety Advisor</i>
Young People	<i>Health and Safety Advisor</i>
Personal Protective Equipment	<i>Information is included within COSHH and General Risk Assessments</i>
Work Equipment	<i>Information is included within General Risk Assessments, Specific risk assessments undertaken by H&amp;S Manager</i>
Manual Handling Tasks	<i>Health and Safety Advisor</i>
Fire Safety Risk Assessment	<i>Health and Safety Advisor</i>

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Noise	<i>Health and Safety Advisor, Occupational Hygiene Consultant</i>
Vibration	<i>Health and Safety Advisor, Occupational Hygiene Consultant</i>
Lone Working	<i>Information is included within General Risk Assessment</i>
Driving	<i>Health and Safety Advisor</i>
Lifting Operations – Lifting Plan	<i>Competent supervisor of lifting operations</i>

Communication of risk assessments and the outcome of assessments are subject to consultation with employees via staff meetings and Health and Safety meetings. The significant findings of risk assessments are communicated to staff involved in relevant activities by direct consultation.

Risk assessments are reviewed at least annually or more often if there have been changes in the matters to which they relate.

Records of risk assessments are retained for at least 5 years and master copies are retained in the H&S manual.

### Slips, Trips and Falls

We have reviewed all of our premises for slip, trip and fall hazards and taken action to resolve the issues identified. Housekeeping standards are reviewed formally on a monthly basis as part of our workplace inspection monitoring regime. The results of this monitoring are recorded and actions recorded in our action traction log.

The prevention of slip and trip accidents in the workplace relies on the involvement of all staff and everyone is encouraged to deal with hazards when noticed. Staff are instructed in the importance of storing equipment in designated locations and in particular keeping walkways free from obstructions and boxes of clothing. They are also encouraged to report hazards, seeking assistance with any which they cannot personally resolve.

Cleaning regimes are designed to ensure that dust and other slip hazards are well controlled. If there is a spillage, staff are responsible for ensuring that it is cleaned up promptly and any wet floor is clearly highlighted.

Cleaning staff also remove waste on a daily basis to ensure that it does not accumulate and cause a trip hazard.

Staff are encouraged to wear sensible footwear suitable to the work environment

Suitable and sufficient lighting is provided for normal tasks. All lighting is routinely checked as part of our monthly workplace monitoring regime.

Arrangements are in place for dealing with ice and snow on a timely basis to reduce the slipping risk in our external areas.

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## Stress

Stress is defined as ‘the adverse reaction people have to excessive pressure or other types of demand placed on them’. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

As a result we continuously evaluate the roles and job functions in our business with our Health and safety advisor to identify those jobs which are more stressful than others. As a result we consider stress within our general and specific risk assessments.

We have in place a supportive culture where colleagues assist each other to ease peaks in work load. The nature of our work demands regular communication between managers and staff and plenty of opportunities for staff to share problems and seek additional support if needed. The company discourages staff from working excessive working hours and ensure compliance with the Working Time Regulations.

We will offer support through management where individuals experience excessively stressful situations or stress related ill health.

We intend that all staff will be properly resourced and trained to undertake their role. Our thorough selection processes assist us in matching individuals to the demands of each job function. Through ongoing management reviews, new starter induction procedures and assistance from our Health and safety Manager, we identify and manage training and development needs. We believe in offering developmental opportunities to staff where possible and where the member of staff desires it.

If the business is intending to implement organisational or procedural changes, we ensure that management communicate and consult with staff at an early stage.

Poor performance and attendance is actively managed to identify causes and solutions, including moving individuals to more suitable roles where necessary. This approach also reduces the burden on other staff who would otherwise have an additional workload.

Bullying, harassment and discrimination are not tolerated by EMI Services Limited.

## Welfare

We have evaluated the welfare facilities required for our business to comply with the Workplace (Health, Safety and Welfare) Regulations and have confirmed that the existing facilities meet or exceed the minimum requirements. (EMI SP 16)

Well equipped sanitary and washing facilities are provided in sufficient numbers for the staff using them.

Facilities are also provided for staff to obtain drinking water, for heating water and heating food.

Staff are able to rest and eat food away from their workstation. Rest rooms have also been provided for this purpose.

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We have also considered the needs of new and expectant mothers and have determined that rest facilities will be provided in the form of a private room with comfortable furniture and a relaxing environment when required.

All of the welfare facilities are ventilated, well lit and designed so as to be easily cleaned. A cleaning regime is in place involving being cleaned on a regular basis.

Where it is reasonably practicable we supply suitable welfare facilities for our engineers while working on our clients sites. This is carried out by discussing requirements with the clients as part of our risk assessment process and using existing facilities if practicable to do so.

## Work Equipment

When selecting work equipment for purchase we consider its suitability for the tasks required. We also ensure through training that staff who are to use the equipment understand how to use it safely and the limitations of the equipment. (EMI SP 12)

Where we purchase machinery from outside of the EU, we recognise that we become the importer and are consequently responsible for ensuring that the equipment meets conformity requirements as set out within Regulation 10 of the Provision and Use of Work Equipment Regulations.

Portable electrical equipment is subject to portable appliance testing by a trained tester. The frequency of testing is scheduled in accordance with IEE guidance and this testing is in addition to the pre-use inspections that all staff are instructed to carry out. In addition visual inspections of portable power tools are carried out by our engineers prior to use..

Defects are reported to line managers who ensure that repairs or replacement is undertaken promptly. Equipment which is in a dangerous condition is securely removed from service whilst awaiting repair or disposal.

All powered equipment is capable of being isolated and procedures require that maintenance and cleaning is carried out with the equipment switched off, and where the risk assessment requires it, physically locked off or disconnected.

For equipment which is hazardous to those who are untrained, use of the equipment is restricted to authorised persons. Where necessary, these restrictions are supported by locking off the area or the power supply and by the display of signs indicating the names or job titles of authorised persons.

Safe systems of work are also developed for the use and maintenance of hazardous equipment and relevant safety signs are clearly displayed. These control measures are based on general risk assessments which have been undertaken for the use and maintenance of the equipment.

Power tools are of 110v CTE type or battery powered. In the unusual circumstance that it was necessary to use a 240v tool on site, this would be carried out using an RCD adaptor and only then in dry conditions and where mechanical damage was unlikely.

It is our policy that staff are not permitted to use their own tools for work purposes, as this could make it very difficult for us to ensure that the equipment is suitable and properly maintained.

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All work equipment is subject to a programme of inspection and where necessary, maintenance. This programme is devised taking into account the risk assessment, general good practice and the manufacturer's instructions. Maintenance is only carried out by persons who have been suitably trained.

Suitable storage arrangements are provided for work equipment including arrangements for safe carriage in our vehicles.

Records of maintenance are kept by our health and safety coordinator (Lee Daly).

## Workplace Environment

The comfort of our staff is a high priority and we will do all that is reasonably practicable to ensure the thermal comfort, adequate ventilation and sufficient lighting of our premises.

To achieve this we provide:

- a central heating system
- additional heating appliances where necessary
- windows which can be opened
- portable fans where necessary
- lighting which is suitable for the tasks undertaken

All equipment provided for the purpose of workplace comfort is subject to periodic checks, maintenance and repairs by competent persons.

## Asbestos

Our buildings are known to be free of asbestos containing materials.

When our engineers undertake work at clients sites, where possible we obtain information in advance, of the locations of ACMs and pass this information to these staff. **(EMI SP 15)** Where our engineers undertake work which will involve disturbing unknown materials or suspected ACMs, they are required to seek information from local management to check the location of ACMs. If in doubt, they are instructed to stop work and consult with.

Any person whose work may disturb the ACMs, is notified of the location of the materials and made aware that no work may be carried out in the immediate vicinity without a permit to work.

## Building Maintenance

When planning maintenance work and minor alterations we schedule the work so far as possible to avoid risks to staff and others who would normally be present in the area. Where an area, includes hazardous equipment or activities either on a permanent or temporary basis, we ensure that physical barriers are utilised including locks and signage where necessary, to prevent access by unauthorised persons.

If work is likely to compromise an occupied building's fire escape routes or fire protection facilities, and it has been determined that it is safe to continue, we put in place temporary arrangements and provide

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additional instruction as required to ensure that building users can still use the building safely.

Where work is carried out which involves breaking through walls, floors or ceilings, we check whether the work is likely to compromise fire compartments and make repairs with suitable materials to return the structure to the designed level of fire resistance.

We recognise the requirements of the Construction (Design and Management) Regulations 2015 and our health and safety advisor (Dave Clough) takes the lead in ensuring that we are compliant. This includes identifying when projects are likely to exceed 30 working days or more than 500 person days of construction work, and therefore fall within the additional requirements described in Part 3 of the regulations.

The work of contractors is managed as described within our arrangements for the 'Control of contractors'.

Permits to work are used to formally authorise activities with the potential for higher risk such as hot works and work on roofs.

The general safety of plant and service areas is a priority for the organisation and these are kept clean, tidy, and free from the build-up of combustible materials and with clear access to all control mechanisms and switches.

A planned preventative maintenance programme has been devised to identify all of the routine maintenance and inspection activities required to maintain our premises and equipment in good order. Records are kept of inspections, maintenance, repairs and servicing activities.

## Control of Contractors

We select contractors based on technical competence, experience and suitability for the work to be done. **(EMI SP 03)** In particular our assessment process involves a review of requested information from the contractor including:

- track record of experience in similar contracts
- membership of reputable trade bodies or approved contractor schemes
- legally required registrations (e.g. Gas Safe Register)
- health and safety policies and practices
- recent health and safety performance (number of accidents etc)
- qualifications, training and skills of their staff and manager
- selection procedures for sub-contractors
- example safety method statements and risk assessments for similar work
- supervision arrangements
- arrangements for consulting their workforce
- references from previous clients.

We also review the HSE's notices and prosecution database; ([www.hse.gov.uk/enforce/index.htm](http://www.hse.gov.uk/enforce/index.htm)) to determine if the potential contractor has been subject to any formal legal sanction.

Any claim that a contractor is a member of a trade or professional body or an approved contractor scheme is verified directly with the body to ensure the membership is current and covers the work being offered.

All work by contractors is monitored periodically to:

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- review progress
- check quality of workmanship
- check that the workers on site are those expected and who have signed in
- identify any problems or unanticipated risks at an early stage
- check that work is restricted to the areas anticipated and not creating additional risks by spreading beyond the agreed area or involving unauthorised work
- check that method statements are being followed, that the contractors are complying with site rules and that they are generally working in a safe manner.

Where monitoring detects poor standards, this is addressed with the contracting company concerned and, if necessary, monitoring frequency is then increased. Where appropriate, work is stopped whilst a solution is found.

## Electricity

All work on electrical equipment and installations is carried out by our qualified electricians. We have undertaken risk assessments of their work activities and adopted safe systems of work based on best practice. Other staff are clearly instructed that they are not permitted to undertake any electrical repairs. (EMI SP 10)

Electrical standards are applied as set out within the Electricity at Work Regulations and for new works, the standards applied follow current IET guidance and Building Regulations.

It is the company's policy that live working is prohibited although live testing is permitted with appropriate controls and suitable equipment.

Our arrangements for the electrical safety of portable electrical equipment including tools and office equipment are covered in the section of this policy on Work Equipment.

## Hazardous and Dangerous Substances

All products in use which contain hazardous or dangerous substances are listed on an inventory and a current safety data sheet is obtained from the supplier. Our Health and Safety Advisor undertakes a risk assessment of the use of each substance and exposure to any hazardous by-products and we then apply the recommended risk control measures. (EMI SP 05)

We ensure that risk assessments are undertaken prior to activities which involve exposure to hazardous substances.

When storing hazardous and dangerous substances we check that the storage area is suitable and that only compatible substances are stored together. All containers including aerosols are stored in a cool dry place, away from the sun and any flammable liquids are stored separately in a specially designed flammables store. .

Substances are locked away so far as is practicable so that they are only accessible to authorised persons who have been trained in their safe use. Employees are particularly reminded of the need for good personal hygiene and the prohibition of eating, drinking or smoking, when using such substances. Employees are

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also provided with any necessary personal protective equipment and instructions for its use, maintenance, storage and replacement.

## Noise

Where our employees are at risk from high levels of noise our health and safety advisor will undertake an initial assessment of noise exposure. This assessment is carried out using the 'Rule of Thumb' method as described in (EMI SP 11) If through these initial assessments it is found that our employees may be at risk from high levels of noise we arrange for a specialist to undertake an assessment of noise exposure The purpose of these control measures is to eliminate hazardous exposure and to reduce noise exposure to as low a level as is reasonably practicable.

For tasks which involve exposure above the first action level (80dB(A)) and the upper action level (85dB(A)), we provide personal hearing protectors upon request. At and above the upper action level, their use is compulsory and Hearing Protection Zones are therefore designated and signed.

Hearing protection is selected as a result of the noise assessment to ensure that it provides the level of noise attenuation required. Employees who wear it are instructed in its correct use and on the storage, maintenance and replacement arrangements. They are also instructed in noise hazards and the reasons for wearing hearing protection.

For employees who work on clients sites where *noise levels* exceed the upper action level, (85db(A)) regular audiometry testing is provided. For employees appointed to begin work in these areas, audiometry is undertaken at the start of employment in the role.

## Protecting The Public

Our activities involve the installation, maintenance and servicing of heating, ventilation and air conditioning units which take place in public areas e.g. work at customer sites which are open to the public. We therefore take account of risks to the public within our risk assessments including the risks to children, the elderly and people with disabilities.

We make every effort to engage with our Client representatives at the planning stages in order to identify hazards which may affect other premises users or passers by and to agree risk control measures.

Where our work is likely to obstruct fire exits we also liaise with our client representatives to ensure that they are aware of this and can make alternative arrangements or schedule the work out of hours.

During the work, when the building is in use, we ensure that adequate signage and barriers are erected to segregate building users from our work activities. Our staff are aware of the need to be alert to building users who may have special needs or be too young to comprehend warning signs and instructions.

We only employ experienced and trained staff whom we have inducted in our health and safety procedures and quality requirements.

We are committed to ensuring a high quality of workmanship which results in an end product meeting essential safety requirements.

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## Visitors

Visitors to our premises include couriers, customers, sales persons, contractors, members of the emergency services and regulatory staff.

Visitors will be asked to sign in and out of our buildings and will be under the supervision of one of our members of staff to ensure that they remain safe during their visit.

## Work At Height

Whilst we aim to avoid work at height we have identified that while carrying out our installation, maintenance and servicing activities there is a need, due to the design nature of our products for our engineers to carry out activities while working at height.

Where work at height is required we conduct a risk assessment in order to identify the risk control measures required to minimise the risks so far as reasonably practicable. Our risk assessment process takes into consideration the hierarchy of work at height controls as set out within the Work at Height Regulations. Where applicable, risk control measures include arrangements for rescue. (EMI SP 09)

We will only use ladders and step ladders for work at height where the low risk and short duration makes this acceptable and where the nature of the work enables three points of contact to be maintained at all times.

Where work involves difficult access or work at heights which cannot be carried out safely from ladders or steps, special access arrangements will be made including the use of tower scaffolding and mobile elevated work platforms (MEWP). All persons using such equipment are trained in their use and where applicable trained in the erection and inspection of the equipment.

All ladders and stepladders used by our employees meet BSEN131 standards, have a maximum static load capacity of at least 150Kg and are inspected on at least an annual basis. Steps used for heavy industrial applications e.g. work on construction sites will always have a maximum static load capacity of 175Kg. All work at height equipment including kick stools, step ladders and ladders, are subject to formal monthly inspections in addition to pre-use inspection by the employee.

Our employees are instructed in the principles of safe use of the access equipment provided.

## Fire

The person with overall responsibility for fire safety in our premises is Lee Daly. (EMI SP 15)

### Fire Safety Assistance

The company has appointed 'The way Forward North East' to provide competent assistance on fire safety matters in accordance with Article 18 of the Regulatory Reform (Fire Safety) Order 2005,

### Fire Safety Risk Assessment

Our Health and Safety Manager has undertaken a fire safety risk assessment of our premises and reviews this on an annual basis.

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The risk assessment is held within the risk assessment folder and Lee Daly is responsible for ensuring that the recommendations arising from the assessment are implemented.

## Fire Prevention

Fire hazards are identified within the fire safety risk assessment and recommendations implemented to control them. In particular we have implemented risk control measures in response to the risks potentially arising from the hazards of gas systems, electricity, waste accumulation and storage of combustible materials.

PAT testing of our electrical appliances are carried out on a regular basis and our gas appliances are serviced regularly by a 'Gas Safe' engineer.

Regular housekeeping inspections of the premises are carried out by employees to ensure that there is not a build up of combustible materials within the building.

## Signage

Directional fire escape signs are displayed throughout the building to indicate the location of emergency exits. Signs are also displayed:

- to describe the type and function of fire extinguishers
- to show 'fire action' required
- to provide the names of fire marshals
- to designate the building as non-smoking in accordance with smoke free law

As part of our monthly checks Lee Daly checks that safety signs are in place and clearly visible. The results of these checks are recorded and records kept.

## Escape Routes and Exits

Fire doors are kept closed and are kept clear so that they can close correctly.

On a weekly basis Lee Daly checks that all escape routes are clear, that exit doors are functioning correctly and that fire doors are kept shut as required.

## Fire Extinguishers

We have selected suitable numbers and types of fire extinguishers and located these in accordance with the findings of the fire safety risk assessment. Our staff have been instructed not to use the extinguishers until they have been trained in the practical use of extinguishers.

Fire extinguishers are subject to an annual servicing contract.

On a monthly basis Lee Daly checks that fire extinguishers are correctly located and appear to be in good condition. The results of these checks are recorded on the extinguisher register.

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## Fire Procedure

### Action on discovering a fire

1. raise the alarm by pressing one of the manual call points;
2. attempt to tackle the fire only if trained and if it is safe to do so (small fire, clear escape, only discharge one extinguisher)
3. leave by the nearest available exit to the assembly point in the car park opposite of EMI Services Limited

### Action on hearing the alarm – all persons except for Fire Marshalls

1. do not stop to collect personal belongings
2. close windows and doors if it does not cause undue delay
3. escort any visitors and leave by the nearest available exit and go to the assembly point
4. check that someone has called the Fire Brigade by dialing 999
5. do not return to the building until given the all clear by the Fire Brigade.

### Action on hearing the alarm

Call fire brigade immediately to every fire or on suspicion of fire.

Dial from the shop phone if safe but if in doubt, dial from a mobile phone from the assembly point.

1. dial 999 From reception or 999 from a mobile
2. give operator your telephone number and ask for FIRE
3. when the fire brigade replies give details: Fire at EMI Services Limited, 11 Queens court, 3<sup>rd</sup> Avenue, Team Valley, Gateshead, Tyne & Wear, NE11 0BU.
4. do not replace receiver until address has been repeated by the fire brigade.

### Action for Fire Marshalls on hearing the alarm

1. check that all areas of the building are clear of people including toilets and kitchen. If there are two fire marshals on duty, divide the search between you if the opportunity arises
2. shut off the gas supply if safe to do so
3. once the building is clear, go to the assembly point closing doors behind you but ensure that the front door is either left on the latch or that a key is available

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4. meet the Fire Brigade and report any persons who remain in the building, report on areas not able to be checked and any signs of fire observed and the location of any hazards to the Fire Brigade.
5. prevent people from re entering the building
6. once the Fire Brigade announce that the building is safe, tell assembled staff that they may return to the building.

## Fire Drills

Fire drills are carried out at least every six months.

Records of drills are held in the fire system register.

## Training for all staff

New starters are provided with information on emergency procedures on day 1 including the location of escape routes, the evacuation procedure and the location of the assembly point.

All staff receive annual refresher training in fire procedures. Those with particular fire safety roles are provided with instruction in their responsibilities.

Records of all training are held within our training records held in the H&S Manual.

## Cooperation and Coordination

Contractors working on the premises are briefed in essential fire safety matters including location of escape routes, the sound of the alarm and the location of the assembly point. We ensure that contractors working on gas and electrical systems are suitably qualified.

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## **2.0 Organising For Health and Safety**

### **2.1 Training**

Details regarding training and training needs will be continually evaluated by the H&S manager and senior management and in addition during the annual health and safety review meeting. The outcome of any training requirements will be recorded in the action traction log and will be time bound.

Training needs for personnel are in practice covered by 3 distinct systems:

- (1) At staff level, training needs analysis is undertaken in consultation with our Health and safety advisor on a continual basis, as part of the annual review or when there is a change to legislation. This involves a discussion between the H&S Manager and Senior managers to ensure that significant aspects of the roles are covered.
- (2) Generic procedures which encapsulate key H&S guidance.
- (3) Additional ad hoc training e.g. general awareness presentations, memos and communications.

All of the workforce, contractors and visitors receive induction training. The level and depth of induction will determine the level, content and nature of the training.

### **2.2 Health and Safety Awareness Training**

Health and safety awareness training will be carried out by 'The Way Forward North East' as a result of risk assessments, change of legislation or as a result of an incident or accident reporting investigation

### **2.3 Assessment of Competence.**

New employees are subjected to Induction training. Only when the individual has passed the necessary assessment can they progress to the next section.

All new employee will generally spend a significant period of time directly supervised, shadowing an existing employee in order to learn safe working procedures.

After a period of time the performance and skills of the employee is reviewed by management. If at this point the employee is deemed competent to work unsupervised, in accordance with the written procedures, they are thus authorised to work unsupervised.

Contractors are also inducted and trained as appropriate in:

- the requirements of the H&S policies and management system
- the significant H&S impacts of their work activities
- the potential consequences of departure from specific operating procedures.

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## 2.4 Control of suppliers and subcontractors

Control of suppliers and subcontractors is achieved by;

1. Contractor selection procedures for key engineering and civil contractors and for project work which consider EHS competencies and performance.

As the H&S Manual evolves the documentation attached to this section will be kept updated.

## 2.5 Communication and Co- operation.

Effective dissemination of information relevant to the H&S management system including performance targets and objectives, to all levels of the EMI Services Limited workforce, is maintained by :-

### Internal Communications

- Health and Safety Awareness Training given to new starters at induction, and subsequently during refresher training for the established workforce;
- Communication of health and safety procedures and risk assessments that affect the working practices of the business.
- Regular publication and distribution of any procedural changes following review and evaluation
- Regular publication and distribution of of changes to legislative requirements;
- Periodic publication and distribution of newsletters etc, many of which contain sections on matters of Environmental, Health and Safety interest.

## 2.6 Health and Safety Meetings

Regular Health and safety meetings. The structure of these meetings allows representation from the workforce. Agenda items include environmental, health and safety and related topics with regular review and update of H&S performance vs targets;

## 2.7 External Communications

Elite Maintenance Services Limited Managing Director and workforce discuss the concerns and requirements of our clients in so far as these may be affected by the Company's activities and Health and Safety management system. Such discussions include review of any complaints received by the Company and the actions taken to address these complaints;

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## 2.8 Relevant 'Elite Maintenance Services Limited' Procedures;

[EMI SP 01 Employee Consultation Procedure](#)

[EMI SP 02 Training Procedure](#)

[EMI SP 03 Contractor Selection Procedure](#)

[EMI SP 23 Induction Training Procedure](#)

(Click on Procedure Hyperlink to Download Document)

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## **3.0 Planning And Implementation**

### **3.1 Systems and Procedures**

The company has established systems and procedures for the ongoing identification of hazards , the assessment of risks and the implementation of necessary controls. The results of these assessments and the nature of the hazards which are present are taken into consideration when developing Safety Procedures. Such assessment systems include for example:

- Safety Procedures designed to reduce risk e.g. (EMI SP 04)
- General risk assessment e.g. (EMI RA 01)
- Topic specific risk assessments. Manual Handling, Display screen equipment etc.)
- Occupational Health and Occupational Hygiene Assessments (If required)

### **3.2 Health and safety Procedures**

EMI Services Limited has adopted a planned and systematic approach to policy implementation. Our aim is to reduce and minimize the risk created by work activities, products and services. EMI Services Limited uses Risk Assessment methods to decide priorities and set objectives for Hazard elimination and risk reduction. Through the creation of our safety procedures, performance standards are established and performance is measured against them. Through regular consultation with our safety advisor and in compliance with Health and safety regulations and codes of practice, procedures for risk control are established and communicated to employees at all levels within the organisation.

Our procedures are reviewed on a regular basis, updated and communicated via regular employee consultation.

### **3.3 Risk Assessment**

EMI Services Limited is committed to the process of carrying out Risk Assessments as a means of carrying out a careful examination of what, in our work could cause harm to our employees, customers, members of the public or the environment. The Risk assessments are carried out as it is a legal requirement set out in legislation by 'The Management of Health and Safety at Work Regulations 1999'. Our Risk assessment process is designed to evaluate whether we have taken enough precautions, or should do more to prevent harm.

EMI Services Limited has established the Risk Assessment process in consultation with our Health and safety advisor and a procedure has been established which details our risk assessment methodology.

EMI Services Limited is committed to continually evaluating its work processes and where identified carry out additional risk assessments when required so risk can be further reduced. In any case we review our risk assessments on a regular basis in compliance with regulations set out in law.

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### 3.4 Relevant 'Elite Maintenance Services Limited' Procedures;

[EMI SP 04 Risk Assessment Procedure](#)

[EMI SP 04A Dynamic Risk Assessment Procedure](#)

[EMI SP 05 COSHH Assessment Procedure](#)

[EMI SP 06 Ergonomic Assessment Procedure](#)

[EMI SP 07 Management of Asbestos procedure](#)

[EMI SP 08 Welfare Procedure](#)

[EMI SP 09 Work at Height Procedure](#)

[EMI SP 10 Electrical Equipment Procedure](#)

[EMI SP 11 Control of Noise Procedure](#)

[EMI SP 12 Control of Vibration Procedure](#)

[EMI SP 13 Work Equipment Procedure](#)

[EMI SP 14 PPE Procedure](#)

[EMI SP 19 CDM Procedure](#)

[EMI SP 21 Gas System Installation & Maintenance Procedure](#)

[EMI SP 22 Safe Isolation of Plant & Equipment Procedure](#)

[EMI SP 24 Lone Working Procedure](#)

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## 3.5 Register of H&S Regulations

The purpose of the Register of H&S Regulations is to identify and specify the mode of compliance to legal (government regulations) and other requirements (and industry codes of practice) which are relevant to activities at EMI Services Limited.

The register applies to H&S regulations at the European Region, national and local level. The specific responsibilities of individuals within EMI Services Limited are detailed in section 2 of our H&S Policy document. In summary:

The Managing Director has overall responsibility for ensuring that the organization has the necessary resources in place to comply with applicable regulations. It is the responsibility of our Health and Safety Manager to identify and track compliance with all relevant European, national and local regulations and codes of practice. It is the responsibility of managing Director to implement any changes resulting from new or amended regulations.

All other members of the workforce are responsible for attending and adhering to any training given to support and maintain regulatory compliance.

Records of relevant regulations, codes of practice and third party audits (if available) will be retained as required by the H&S Manager.

The H&S regulations and relevant standards will be reviewed and updated as necessary as part of the annual Management System review meeting by the H&S. Advisor to ensure compliance with any existing or new regulations. As a minimum requirement this must be done on an annual basis.

The H&S. Advisor will continually review newsletters, databases and publications from appropriate organizations; such as IOSH, Web based information systems, E-newsletters, and Local Groups; to monitor changes to relevant regulations and codes of practice (existing and future).

The H&S. Advisor will establish and maintain a summary of the regulations and codes of practice directly applicable to the H&S aspects of the organisations activities and products. This summary shall be available to the entire workforce or to any interested parties on request. The H&S. Advisor will also provide more detailed information or access to specific regulations when requested.

The H&S Manager will notify the organisations of any changes/additions and requirements associated with new or amended regulations and our procedures and safe systems of work will be reviewed and updated to reflect any changes.

Compliance evaluation against current and legislation is performed by the H&S Manager where relevant, control procedures and internal systems audit will be used to ensure necessary changes are made to maintain compliance.

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## 3.6 Objectives and Targets.

### Setting of Objectives and Targets.

Objectives and Targets relating to the Significant Health and Safety risks are established using the following methods.

1. Following the Annual Significant Risks and Effects Meeting, discussions between the H&S Manager and Management will take place regarding each identified Significant Risk and effect. The meeting will include the review of all risk assessments that have been undertaken to identify changes in working practices that may lead to significant risks and effects
2. For each Significant Health and Safety risk and effect the type of management process used to control the risk/effect will be agreed (Continuing compliance, Improvement, Special Project).
3. For those Significant Health and Safety risks and effects managed for Continuing Compliance, no objectives or targets need be established.
4. For Significant Health and Safety risks and effects to be managed for Improvement or Special Projects, Objectives and Targets must be agreed between the H&S Manager and Senior Management.
5. These Health and Safety Objectives and Targets must be time bound and have a 'Responsible person' designated to each one. Documentation and delegation of these tasks are recorded in the action traction log and it is the responsibility of management to ensure the actions are completed.
6. Tracking of progress of each Objective shall be recorded. Any failure to meet Objectives and Targets must be justified (e.g. financial or technological reasons) and recorded in the action traction log.
7. Significance is also given a priority rating as some impacts have a greater importance and urgency than others.

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## **4.0 Monitoring and Measurement.**

### **4.1 Incident Reporting and Corrective and Preventive Action**

All employees and other persons working for EMI Services Limited are required to report any unplanned or unforeseen event which causes an undesirable outcome by means of an Incident report form. These events could be injuries or near-misses. Procedure EMI SP-17 in section 4 of the Health and Safety Manual details the use of this system. Unsafe Observations / Acts can also be reported using this system. Unsafe observations may require an incident report depending on the significance of the report. Each incident is investigated and for the more serious or significant incidents a 'Root Cause Analysis' may be used to determine root cause. The Managing Director is responsible for making arrangements for appropriate corrective and/or preventive action to be taken. Incidents and any outstanding actions are recorded in the action traction log and are discussed at the safety meetings which are held on a three monthly basis.

### **4.2 Active Monitoring**

Every employee gets involved in our active monitoring program by being actively involved in our risk assessment process and development of our safety procedures. In addition our employees carry out safety inspections of all areas of our business and are encouraged to actively chair safety meetings and develop and present safety related 'Tool box' talks as part of the meeting process.

### **4.3 Emergency Preparedness and Response**

Procedures are in place to identify the potential consequences of an incident, the response to accidents and emergency situations and measures to prevent or mitigate the H&S impacts that may be associated with them. These procedures cover events such as Fire (See EMI 16) and First aid (See EMI 16).

These procedures are reviewed on a regular basis and after each occurrence or emergency situation. Where necessary revisions are then made to relevant procedures.

Emergency response procedures such as 'Fire' are tested on a regular basis and records kept.

All accidents are reported in an accident report book kept on the premises.

Accident statistics are recorded and communicated to all employees and interested parties. Trends are analysed by management with the assistance of our Health and safety advisor to identify any shortfalls within our safe systems of work.

### **4.4 Continuous Compliance**

Activities which present a significant risk and which may have an impact on H&S will be monitored and measured. Information will be recorded for relevant controls and performance in relation to Health and Safety objectives and targets. Our staff are committed to the process of continual measurement and evaluation of our risk control systems and as such we have in place a regular workplace inspection regime and checklists to measure and maintain the standards set out in this manual. Checklists for Housekeeping and work equipment are carried out on a regular basis and requirements for maintenance records for critical safety equipment are detailed within this manual.

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Compliance with relevant Health and Safety regulations is evaluated periodically. The results of such evaluations will be documented and retained by the Management. The company is audited by our Health and Safety Manager annually against UK legal requirements.

#### 4.5 Relevant 'Elite Maintenance Services Limited' Procedures;

[EMI SP 15 Emergency Procedure](#)

[EMI SP 16 First Aid Procedure](#)

[EMI SP 17 Accident and Incident Reporting and Investigation Procedure](#)

[EMI SP 17 A Adverse Event Reporting Procedure – On Client Sites](#)

[EMI SP 20 Infection Control Procedure doc](#)

(Click on Procedure Hyperlink to Download Document)

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## 5.0 Health and Safety Management System Audit.

### 5.1 Internal Audits.

The effectiveness of the Health and Safety Management System is monitored by regular audits of each of the major components of the system.

### 5.2 Audit Programme.

The Managing Director, or delegate, is responsible for planning the Audit Schedules and for ensuring that this schedule is maintained.

Health and Safety Audits are performed by the H&S Manager on an annual basis.

The findings of internal H&S audits are recorded in the Action Traction system. The results of audits and the status of outstanding actions will be reviewed at the safety Meetings, held every 3 months.

### 5.3 Audit Findings

Non-conformances from the Health and Safety Management System are also identified as a result of audits. The Internal Auditing procedure is detailed in Section 5 of this manual, and includes provision for the corrective and preventive action of non-conformances. It is the responsibility of the Managing director, or delegate, to disseminate the results of any external Audits and communicate the findings to the workforce and put actions into place to follow up non conformances.

An Action Traction system is generated showing the status of all actions. These actions are circulated to owners and progress is discussed at the H&S meetings until actions are closed.

Compliance against current legislation is performed by the H&S Manager. Where relevant, control procedures and internal systems audit will be used to ensure necessary changes are made to maintain compliance.

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## **6.0 Management System Review.**

There will be a periodic management review, at intervals no longer than 1 year, of the Health and Safety management system. The Management Review will be performed in the following two distinct stages.

### **6.1 Review of Objectives and Targets**

The Review will consist of the Managing Director, H&S manager and other individuals appropriate to the issues under discussion.

The agenda will include a review of, at least, the following items specific to the Areas under review:-

- Assessment of the continuing suitability of the significant risks and effects register
- Performance against agreed improvement targets.

Health and safety risks are periodically reviewed using the risk assessment review system where all risk assessments are reviewed. The review frequency is dependent on the degree of residual risks involved (severity, scale of exposure, population affected and likelihood).

### **6.2 H&S Management System Review Meeting**

The H&S Management System Review team will consist of the Managing Director, H&S Manager and other individuals appropriate to the issues under discussion.

The agenda will include a review of, at least, the following items:-

- all outstanding action items from previous management reviews
- any changes to the Health and Safety Management Manual and an assessment of the continuing suitability of the H&S policy.
- Staff H&S training requirements.
- The status of internal audit schedule, significant non-conformances and follow-up activities.
- the extent to which objectives and targets have been met
- communication(s) from external interested parties, including complaints
- any legislative or regulatory changes impacting on the company's activities.
- any changes in policies or guidelines affecting the company's health and safety management system.

The conclusions and actions arising from the above meetings will be documented. These meetings will take place at 12 monthly intervals.

### **6.3 Relevant 'Elite Maintenance Services Limited' Procedures;**

[EMI SP 18 H&S Management System Auditing Procedure](#)

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## 7.0 Records and Documentation

### 7.1 Records

Details of procedures regarding Records as applicable to the Health and Safety manual system are retained and the retention frequency is as follows:

<b>Record</b>	<b>Retention Period</b>
Accident and incident records	Minimum 10 years
Employee/Workforce training	Permanent
Enforcement letters	Permanent
Waste documentation	Minimum 5 years
Ergonomic Risk assessments	Minimum 5 years

### 7.2 List of Relevant Documentation.

Health and Safety Management System Manual  
 Accident/Incident reports  
 Risk Assessments  
 Safety Procedures  
 Register of Health and Safety Regulations  
 Maintenance/Calibration Procedures  
 Premises Emergency Procedure  
 Health and safety meetings  
 Training Records  
 Management System Review Meetings  
 Significant Risks and effects meetings  
 Health and Safety Audit Documentation

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## **8.0 References**

**8.1 HSG65** - Managing for health and safety

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