

Shepperton Marina



SHEPPERTON
MARINA



HEALTH, SAFETY & WELFARE POLICY

Revision Record Sheet

Issue date	Issue number	Description of Change	Approved by
	01	Health and Safety Policy	

This policy is a controlled document. Only the current document shall be used.
Check with the document controller to ensure that you have the latest issue.

Contents

Revision Record Sheet	2
General Statement of Intent	5
Objectives	6
Safety Organisation	7
Board of Directors	7
Marina Manager	7
Office Manager	8
All Colleagues e.g. administrators, Dock Masters, Yard Staff and Boat Sales	8
PIB Risk Management Ltd	9
Visitors to the Company	9
Health and Safety Company Structure	10
Arrangements	11
Accident Prevention, Investigation & Reporting	11
Alcohol / Drugs	13
Asbestos	14
Conduct	14
Confined Spaces	14
Contractors and Visitors	15
Control of Substances Hazardous to Health (COSHH), Infections and Diseases	15
Types of Hazardous Substance	16
Hazardous Substances Found in The Workplace	16
Display Screen Equipment (DSE)	17
Electricity	17
Falls From Height	18
Fire, including Dangerous Substances and Explosive Atmospheres (DSEAR)	18
First Aid	19
Gas Safety	19
Hazard Reporting	19
Housekeeping	19
Information, Instruction and Training	20
Lone Working	20
Manual Handling	20
Marina and Pontoons	22
Mobile Phones	22
Monitoring, Inspection and Review	22
New and Expectant Mothers	22
Noise	23
Personal Protective Equipment (PPE) / Respiratory Protective Equipment (RPE)	23
Risk Assessment	24
Safe Systems of Work / Toolbox Talks	24
Safety Committee Meetings	25
Safety Signs	25
Smoking in the Workplace	27

Stress..... 27

Vehicles / Road Risks 28

Violence, Abuse and Harassment..... 28

Vulnerable Persons..... 28

Waste Control and Environmental Care 29

Work Equipment..... 29

Workplace Safety and Welfare..... 29

Young persons 30

General Statement of Intent

Shepperton Marina Ltd believes that high standards of Health, Safety and Welfare management are an essential part of good business practice.

The Company recognises its responsibilities to its colleagues (and also to others who might be affected by its activities) in accordance with The Health & Safety at Work etc Act, The Management of Health & Safety at Work Regulations and other applicable legislation.

However, our belief goes above and beyond this. The health, safety and welfare of our employees, customers and others involved in our business are of the highest priority to us. We believe that maintaining high standards of health, safety & welfare are an essential part of good business practice.

We also recognise the financial benefits of keeping our employees safe and healthy, as well as our premises safe and functioning. This helps us to build a solid business for the future.

The Company will endeavour to conduct its operations, so far as is reasonably practicable, in a manner which recognises the Health, Safety and Welfare needs of colleagues and or other persons likely to be affected. In order to work towards this objective, the Company will focus on:

- A safe place of work and access / egress.
- A safe working environment and adequate welfare facilities.
- Safe plant, equipment and vehicles.
- Safe handling, storage, transport and maintenance of articles and substances used at work.
- Necessary information, instruction, training and supervision.
- Encouraging a 'working partnership' with our employees to improve health, safety and welfare standards. Everyone's input is just as important, and we'll achieve better results together.
- Monitoring the effectiveness of our health and safety management system, revise as necessary and communicate updates.
- Complying with (and keep up to date with) necessary safety legislation and codes of practice.

The successful implementation of this policy requires commitment, involvement and support from all of us to adhere to our standards and work to the best of their ability. This will be actively encouraged, as we believe this to be the most effective means of securing our Health, Safety & Welfare strategy.

This Policy will be reviewed as often as is necessary to ensure it keeps abreast of current legislation, continue the management of Health and Safety to help reduce accidents and promote a Health and Safety culture etc.

Signature

Date

Signature

Date

Objectives

The objectives of this policy are:

- To promote high standards of health, safety and welfare within the Company and to comply with relevant statutory provisions.
- To promote a positive health and safety culture and encourage an attitude of responsibility and co-operation at all levels.
- To commit to the provision of adequate time and resource necessary to encourage the effective implementation of the Policy.
- To identify duties and delegate responsibility throughout the organisation.
- To create and maintain a safe and healthy place of work for all employees, contractors and visitors to our premises.
- To facilitate so far as is reasonably practicable the health, safety and welfare of persons not in our employment, but who could be adversely affected by our work activities.
- So far as is reasonably practicable, to provide colleagues at all levels with adequate instruction, training and supervision, that training to be repeated as often as considered necessary.

Safety Organisation

It is deemed that no one in the company is in full possession of all material facts to deem them solely responsible for matters relating to health, safety and welfare. These responsibilities are delegated through the management organisation sufficient to reflect the diverse, diffuse and multi-site / place of work nature of our business in the UK.

The policy statement confirms the commitment of Shepperton Marina Ltd to achieve, as far as is reasonably practicable, an acceptable level of safety within the Company.

Every employee regardless of their seniority or job role has a duty and responsibility to ensure that all of our working practices, procedures and safe systems of work are followed and that the right standards are being maintained. They have a duty to protect their own health and safety, as well as those affected by the work that they undertake.

“So far as is reasonably practicable” the main health and safety responsibilities are as follows:

Board of Directors

- To make available sufficient resource (time and / or money) for the development, implementation, monitoring, update and adaptation of the health and safety system.
- To give input into the system in areas of own expertise, so the system being built is practical and may be followed in practice.
- Consider health and safety implications when taking decisions.
- Engaging the support of a “competent person(s)” to advise on issues beyond the knowledge and expertise of those engaged by the Company.
- Lead by example.
- Provide proactive leadership by supporting health and safety initiatives to make improvements within the business.

Marina Manager

- Help carry the day-to-day responsibility for implementing Health, Safety and Welfare arrangements as imposed by the policy and supporting arrangements including Company rules.
- Take disciplinary action (up to and including dismissal) towards any department manager or employee who is not adhering to the health and safety policy, procedures and arrangements.
- Help provide two-way communication with their department managers and colleagues with regards to health and safety policies and standards.
- Maintain acceptable minimum standards of cleanliness and tidiness.
- Allocate tasks as far as reasonably practicable only to those colleagues who are understood to be trained, instructed and competent.
- Ensure that their department managers understand the health and safety policy, empowering them to follow the processes and procedures each day.

- Report – facilitating disciplinary procedures – any employee interfering with equipment, signs or systems provided in the interest of health and safety.

Office Manager

- The Office Manager shall act in support of the Marina Manager having shared responsibilities as detailed above.
- The Office Manager shall communicate matters of health, safety and welfare effectively between colleagues and senior management.
- Help organise the testing, inspecting and subsequent repair of work equipment at required intervals.
- Assess any damaged or defective equipment, plant or tools. Where considered unsafe, to withdraw from service until repaired or replaced.
- Display visible leadership on health and safety using positive reinforcement and feedback to colleagues behaving safely.
- Always set a good example of health and safety standards in front of their colleagues.
- Check that their colleagues have sufficient knowledge and training for the jobs that they undertake.
- Check that good housekeeping standards are being maintained within their department.

All Colleagues e.g. administrators, Dock Masters, Yard Staff and Boat Sales

- All colleagues regardless of the nature of their employment within the Company have a duty imposed upon them by the Health and Safety at Work etc Act 1974 to:
 - a) Take responsible care for the health and safety of themselves or other persons who may be affected by their acts or omissions.
 - b) Co-operate fully with the Company on all reasonable measures necessary to safeguard health and safety at work.
 - c) Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.
 - d) Report to a person in authority any defects, which adversely affect health and safety at work.
 - e) Be aware of the Company's health, safety and welfare organisation and arrangements, relating to their work activity.
 - f) Conduct themselves in a proper manner.

It should be noted that disciplinary action may be taken against colleagues who persistently and deliberately flout the requirements placed upon them by statutory provisions and Company health, safety and welfare rules.

IF YOU ARE IN ANY DOUBT ABOUT MATTERS RELATING TO YOUR OWN HEALTH AND SAFETY OR THAT OF YOUR COLLEAGUES THEN SEEK CLARIFICATION FROM YOUR MANAGER.

PIB Risk Management is a trading style of PIB Risk Management Limited. PIB Risk Management Limited is registered in England & Wales. Company Registration Number 7473310. VAT Number 249785350. Registered Office: PIB Risk Management Limited, Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

PART OF 

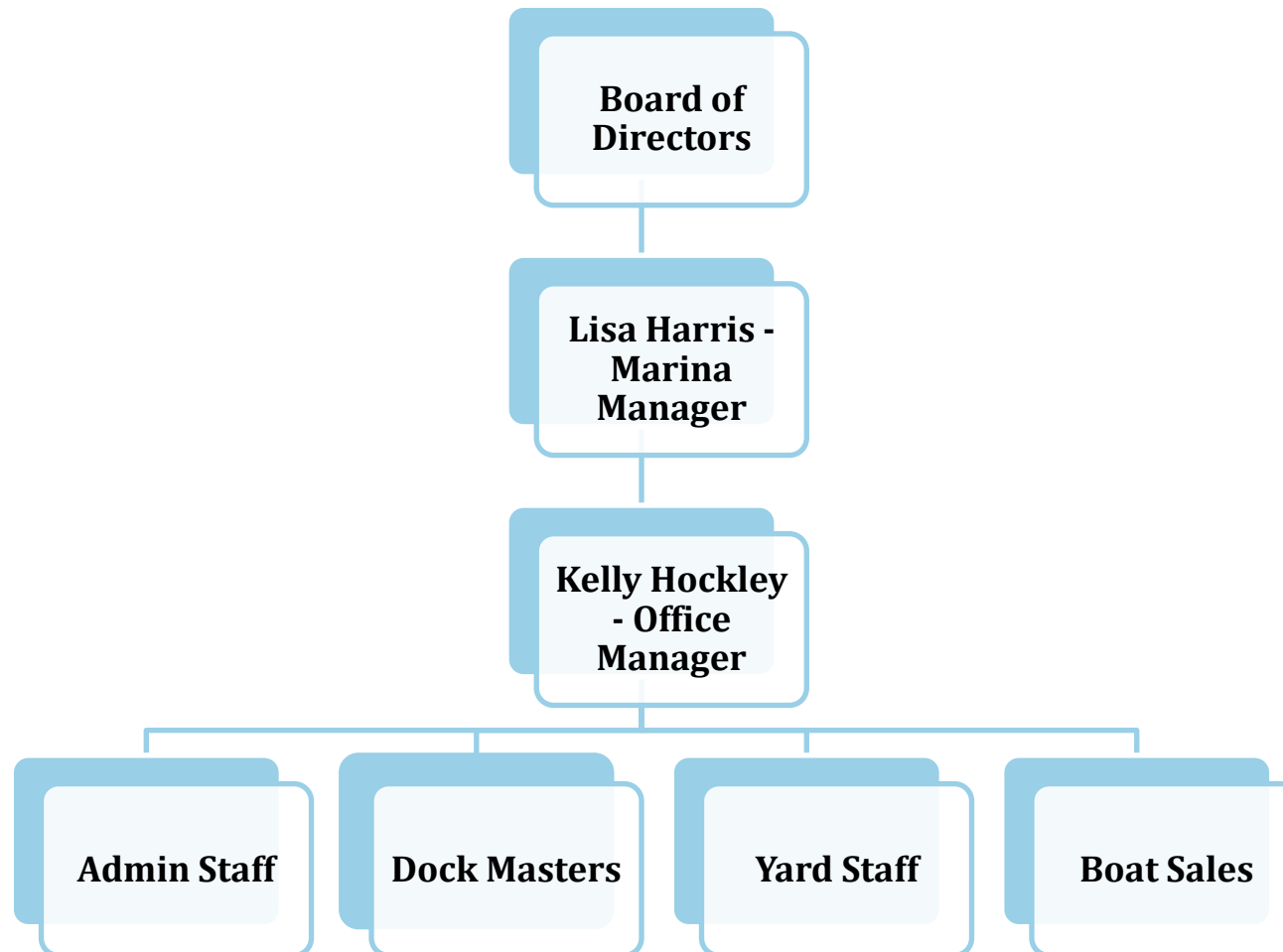
PIB Risk Management Ltd

- Provide Competent Advice
- Provide a level of support and service in line with the agreed scope of work.
- Liaise with your nominated representative(s).

Visitors to the Company

- Where applicable, all visitors, contractors and temporary workers, attending our sites will be expected to comply with our Health, Safety & Welfare Policy, associated codes and rules and safe working procedures.
- With regards to work related activities, all visitors, contractors and temporary workers, shall report to a nominated First Aider or member of management, any accident, incident or illness occurring to them whilst on site and prior to leaving our site.

Health and Safety Company Structure



PIB Risk Management is a trading style of PIB Risk Management Limited. PIB Risk Management Limited is registered in England & Wales. Company Registration Number 7473310. VAT Number 249785350. Registered Office: PIB Risk Management Limited, Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

Arrangements

The following section contains the arrangements that form part of our Health & Safety Management System. The purpose of the arrangements is to detail the procedures and systems used to assist with the implementation of our health and safety policy.

Accident Prevention, Investigation & Reporting

There are many significant hazards present in our workplace so there's always a risk of accidents occurring. Many accidents can in fact be due to a number of factors, not just a single cause, and can affect both our colleagues and others e.g. customers, clients, contractors and visitors.

Accident reporting (including near misses) is fundamental to our business as it:

- Helps us collate, analyse and prevent future accidents, injuries and damage from occurring.
- Ensures we conform to the statutory requirements with respect to accident reporting.
- Helps promote a better health and safety culture to all our colleagues across all of our operations.
- Helps us to measure and improve our health and safety performance.

An accident is “an unplanned event that results in personal injury or damage to property or equipment”.

A near miss is “any incident, accident or emergency that did **not** result in an injury”.

A dedicated incident report procedure outlines our intentions and identifies the means for the prevention of accidents and for investigating and reporting should accidents occur. Accidents are reported to Lisa Harris (Marina Manager) who reviews the accident reports and decide on what further action (if any) is required.

An accident book is provided to record all accidents, including accidents to members of the public, contractors and visitors to our premises.

Significant accidents will be investigated, initially to determine the basic facts, then and depending upon the severity, a more in-depth investigation may be conducted. Reports will be produced and where applicable statutory notifications made in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrence Regulations). Lisa Harris reports all appropriate incidents etc to the HSE in accordance with RIDDOR.

RIDDOR reportable instances include those described in the table below. This list is not exhaustive.

Type	Description	Timings
Death	Employees and non-workers who have died of a work-related accident	- Notify enforcing authority immediately - Report must be received within 10 days of incident
Specified injuries	- Fractures, other than to fingers, thumbs and toes - Amputations - Any injury likely to lead to permanent loss of sight or reduction in sight - Any crush injury to the head or torso causing damage to the brain or internal organ - Serious burns (including scalding) which: - Covers more than 10% of the body, or - Causes significant damage to the eyes, respiratory system or other vital organs - Any scalping requiring hospital treatment - Any loss of consciousness caused by head injury or asphyxia - Any other injury arising from working in an enclosed space which: - Leads to hypothermia or heat-induced illness - Requires resuscitation or admittance to hospital for more than 24 hours	- Notify enforcing authority immediately - Report must be received within 10 days of incident
Over 7-day injuries	- This is not a specified injury - Results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted	- Notify enforcing authority as soon as possible - Report must be received within 15 days of incident
Occupational disease	- Occupational dermatitis - Carpal tunnel syndrome - Severe cramp of the hand or forearm - Hand arm vibration syndrome - Occupational asthma - Tendonitis or tenosynovitis of the hand or forearm - Any occupational cancer - Any disease attributed to occupational exposure to a biological agent	Once diagnosis has been confirmed, report must be received within 10 days

Dangerous occurrence	- For example: - Release of flammable liquid or gas - The malfunction of breathing apparatus	- Notify enforcing authority immediately - Report must be received within 10 days of incident
People not at work	- A member of the public or a person not at work has suffered an injury and is taken from the scene of an accident to hospital for treatment to that injury - A member of the public or person who is not at work has died	- Notify enforcing authority immediately - Report must be received within 10 days of incident

NOTE: Over 3-day incapacitations are not reported under RIDDOR but must still be recorded.

Alcohol / Drugs

Whilst alcohol can form part of a normal social life for many people, an excessive amount (or alcohol abuse) can have serious health implications. Similarly, drug abuse (including illegal drugs and over the counter/prescription), and solvent abuse can also have a detrimental impact on an individual's health.

Any form of alcohol, drug or solvent related problem is a very serious matter and, in some circumstances, may be a criminal offence, particularly where work involves driving vehicles, operating machinery and electrical work equipment, using hazardous substances and working with the public.

Alcohol or drug (including solvent) misuse can have significant impacts, including:

- Damage to health e.g. liver.
- Reduced personal performance/productivity.
- Increased absence rates at work.
- Increased accidents at work.
- Can lead to poor timekeeping at work.
- Poorer work standards.
- Impaired concentration.
- Mood swings.
- Slurring of speech.
- Endangering the public.

Prevention is better than remedial action, and it is important to be able to reduce the risk of problems occurring, including:

- Not allowing the drinking of alcohol during working hours.
- Discouraging the drinking of alcohol at break times.

- Not allowing illegal drugs on site.
- Providing training and information to colleagues about risks.

If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance, it may be dealt with in accordance with our disciplinary procedures, leading up to and including dismissal.

However, it is important that our management team and fellow colleagues remain vigilant and monitor their work colleagues for any noticeable signs of alcohol or drug abuse. Whilst we can take disciplinary procedures, it is always best to help, support and counsel our colleagues rather than just remove them from their position.

As an employee if you are taking over the counter or prescribed medication for a medical condition that may affect your ability to drive or operate equipment/machinery you should inform your Manager / Supervisor.

Asbestos

Asbestos can be found in any building built before the year 2000 and causes around 5000 deaths every year.

When materials that contain asbestos are disturbed or damaged, fibres are released into the air. When these fibres are inhaled, they can cause serious diseases. These diseases will not affect you immediately; they often take a long time to develop, but once diagnosed, it is often too late to do anything. This is why it is important that you protect yourself now.

Asbestos survey(s) will be carried out and areas where asbestos containing materials (ACM) may be present have been identified. Asbestos Management Plans will be set up at relevant sites. Periodic asbestos inspections are undertaken to monitor the condition of any ACM, and documented records are available.

Conduct

Disciplinary action can and will be taken against colleagues who persistently and deliberately breach Company health, safety and welfare rules. Such conduct includes:

- Horseplay.
- Misuse of plant and equipment.
- Interference with plant and equipment.

Confined Spaces

The enclosed nature of confined spaces can make work in the particularly hazardous. Risks include dangerous conditions such as lack of oxygen, hazardous fumes, gasses and vapours, sudden influx of liquids, solids or gasses etc.

Where practical the need to work in confined spaces is avoided e.g. by carrying out the work from outside. Where it is not practical to avoid working in confined spaces specific risk assessments will be carried out and safe systems of work put in place.

These safe systems will include training, providing appropriate supervision and suitable emergency planning, including rescue arrangements.

Contractors and Visitors

With regards to workplace activities, all visitors, contractors and temporary workers attending our site(s) will be expected to comply with our Health, Safety & Welfare Policy and associated rules and procedures.

We have a responsibility / duty to keep our colleagues, visitors and other people (e.g. contractors, clients etc) safe and healthy whilst at our site. As part of this, any contractors working on our behalf are required to follow all of our safety practices and procedures at all times when at our site.

Examples of contractors who may undertake work include (but are not limited to):

- Fire safety engineers
- Maintenance engineers
- Insurance engineers
- Electricians
- Plumbers/heating engineers etc

A system to vet contractors carrying out work on site will be established to check contractors comply with health and safety legislation.

Relevant health and safety information will be provided to visitors including arrangements for the provision of PPE, likely hazards and what to do in an emergency.

Control of Substances Hazardous to Health (COSHH), Infections and Diseases

'Hazardous' substances can cause ill health to people at work as well as accidents and injury, thus it is important to control exposure and ensure that we have suitable arrangements in place to minimise the risks. The aim is to protect both our colleagues and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations (COSHH).

Using chemicals or other hazardous substances and exposure to infectious material at work can put yours and other people's health at risk. Exposure to hazardous substances can cause asthma, lung damage, cancer and skin diseases such as dermatitis. Exposure to infectious material can spread diseases such as hepatitis and human immunodeficiency virus.



Every year thousands of workers are made ill by infections and hazardous substances, and this doesn't just affect the person using or applying the substance, it can affect anyone in close proximity to the substance.

Types of Hazardous Substance

Substances which are hazardous to health can take many forms and include:

- Chemicals or products containing chemicals;
- Fumes;
- Dusts;
- Vapours;
- Mists;
- Gases and asphyxiating gases;
- and biological agents and germs that can cause diseases, for example conditions such as leptospirosis or legionnaires disease.

Hazardous Substances Found in The Workplace

Some examples of common hazardous substances found in the workplace are:

- Maintenance products e.g. paints, adhesives, pesticides;
- Fuels and lubricants, including waste oil;
- Fumes and gases from welding and cutting;
- Fumes from vehicle exhausts;
- Dusts from abrasive wheels and sanding;
- Cleaning products, (including strong hand cleaners)

The Company will make arrangements for the assessment of hazardous substances, where colleagues could be exposed.

Arrangements will be made to record these assessments. A hierarchy of control will then be implemented in the following manner:

- The most harmful substances are substituted (wherever possible) for less harmful types.
- Where harmful substances cannot be eliminated, then working practices are employed to reduce the level of risk.
- Training and information regarding substances are given to users and others and work instructions issued as necessary.
- PPE / RPE is provided where the preceding measures are unable to control the hazard.

Monitoring and review of substances and measurement of mechanical controls will be carried out as appropriate

Disposal of all substances must be carried out in accordance with waste regulations and Safety Data Sheet instructions.

Note: this includes risks from exposure to bacteria such as legionella which may arise from work activities. Regarding legionella, water systems will be assessed and suitable controls put in place to manage risk which may include drawing up a specific written management scheme and appointing suitable competent contractors to manage systems where necessary.

Display Screen Equipment (DSE)

Work involving display screen equipment (DSE) can potentially have serious health effects. Users can experience a range of different physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work-related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised and providing appropriate equipment and workplaces.

Typically, anyone that spends continuously over an hour per day in front of a display screen could be considered as a user. As well as the standard screens on a PC display screen equipment can also include laptops, tablets, satellite navigation systems etc. and these should be given due consideration.

Whilst this does not impact all of our employees, there is a clear risk especially for those who sit at a desk and utilise PCs and/or display screens. Therefore, we are committed to ensuring that those colleagues are not subjected to adverse health effects as a result of the use of the display screen equipment in our business.

It is the Company's policy to conduct risk assessments of Display Screen Equipment (DSE) workstations. Significant risks will be recorded, and practical measures implemented where appropriate. Our aim is to reduce the risk to as low as is reasonably practicable.

Electricity

Electricity generates significant risks and hazards to our business and employees. Despite not being able to see, hear or smell electricity, it is deadly and is more likely to cause death than any other type of accident. Given these risks and hazards, the safe management of electrical installations and equipment in our premises is essential to us.

The Company is responsible for making arrangements to make and keep safe the fixed electrical installations. This is done by arranging for a competent / approved contractor to examine the relevant electrical system. Additional arrangements are in place to ensure that mobile and portable electrical appliances are regularly examined (including colleagues own equipment used on site).

In addition, colleagues should make the following checks prior to use:

- a) Check for signs of damage to equipment, wires or cables. If found, do not use and report the matter immediately.
- b) Ensure that connections to a power supply are made by means of a proper plug. Ensure that the plug connection is properly made. Do not overload a power point.
- c) Do not take chances with electricity. If in doubt about the equipment or circuitry, then contact your fitter / mechanic / competent contractor and do not use the equipment until you have been assured of its fitness for use.

The use of electrical extension cables should be kept to the minimum number required and to the minimum length. These should be laid and used in a tidy manner then coiled and safely stored after use so as to minimize the hazard that cables present from tripping.

Electrical cables and equipment should not be allowed to come into contact with water or other liquids, dust or corrosive conditions likely to impair insulation qualities or otherwise affect electrical integrity.

Defective electrical equipment should not be used.

Any employees who are expected to carry out work on electrical equipment and installations will be suitably trained, deemed competent and adequately supervised.

Falls From Height

Falls from height can have serious or even fatal consequences Where practical the need to work at height is avoided.

Where it is not practical to avoid working at height, work equipment and other measures are put in place to prevent falls or minimise the distance and consequence of any fall if the risk cannot be eliminated.

We will provide suitable safe places of work, training, supervision and access equipment e.g. ladders, stepladders, scaffolding, mobile elevating work platforms etc as appropriate to the task.

Fire, including Dangerous Substances and Explosive Atmospheres (DSEAR)

Fire can destroy in minutes. It claims many lives, businesses, homes and possessions every year. Throughout our business we use highly flammable substances, electric powered work equipment and lots of combustible materials, which significantly increase the risk with regard to fire and explosion at our site(s).

We have a responsibility for ensuring the health, safety and welfare of all our colleagues (and others at our premises) by:

- Reducing fire risks and fire spread in our site(s).
- Ensuring there are means of escape for everyone in the event of a fire.
- Providing appropriate firefighting equipment e.g. fire extinguishers.
- Providing fire detection and warning systems.
- Confirming action (and communicating to all) to be taken in the event of a fire.
- Providing instruction and training to colleagues on what to do if a fire occurs.
- Providing appropriate information and instruction to service users and residents.

The Company has a responsibility to assess the risk of fire and to implement control procedures so as to minimize that risk. A fire risk assessment will be conducted by a “competent” person. In addition, a fire log is provided and kept up to date and appropriate fire drills and rehearsals will be carried out.

Portable firefighting appliances, fire alarms, emergency lighting, fire doors etc provided will be maintained at periodic intervals. Where applicable, colleagues will be trained in the use of portable firefighting appliances.

Specific DSEAR assessments are carried out for workplaces where dangerous substances or explosive atmospheres are, or are likely to be, present.

First Aid

The provision of adequate first aid cover (First Aid at Work) is essential to us as it can save lives of colleagues, service users and others as well as prevent minor injuries becoming major ones. As per the regulations, we will ensure that we provide adequate equipment, facilities and personnel to enable the provision of first aid to employees.

Suitable first aid equipment and trained personnel are provided. Details of the trained first aider / emergency first aider and / or appointed persons will be displayed in prominent positions throughout the buildings and be brought to the attention of any new colleagues on their induction. In addition, first aid boxes and eye wash stations will be provided on site.

Gas Safety

People can die from carbon monoxide poisoning caused by gas fuelled equipment or flues that have not been installed properly or maintained. All gas installations and appliances are installed, serviced and maintained at appropriate intervals by qualified and competent persons who are gas safe registered and suitable records are kept. This includes situations where the company acts as landlord.

Hazard Reporting

Within our business across all of our departments, we understand that there are many hazards present. Our health and safety policy, arrangements and risk assessments all aim to reduce the likelihood of harm from these hazards. This should help to keep all of our colleagues safe and healthy. However, it is still possible for hazards to become apparent, so it is essential we have a good hazard reporting process.

A hazard is “something that has the potential to cause harm, ill health or injury”, the associated risk is “the likelihood that a hazard will cause harm during the course of the work activity”.

Hazard reporting provides a proactive, preventative approach to managing health and safety, as it allows the identification and remediation of a hazard before there is any injury to our colleagues or damage to our property/equipment. This will reduce the overall numbers of accidents.

It is important that everyone ‘buys in’ to this approach and makes it part of their everyday job to ensure any hazards are reported.

Housekeeping

Poor standards of housekeeping are a common cause of injury and damage within the workplace. We believe in maintaining good housekeeping standards in our business, as it is essential from a safety perspective. As well as the general risks of slips and trips to our employees, we use a multitude of chemicals, work equipment and combustible materials (e.g. paper), as well as producing waste that all present fire hazards, if not kept clean and tidy. Therefore, we want to ensure that good practices are in place, our management team

encourage and promote good standards, and our colleagues always strive to adopt good housekeeping behaviours.

Good housekeeping practices are a simple and effective way of reducing the likelihood of a multitude of potential accidents. It just needs everyone's buy in to play their part.

Information, Instruction and Training

We are committed to the prevention of accidents and ill health around our work environment. Health and safety information, instruction and training help us to significantly reduce the likelihood that our colleagues are not injured or made ill by the work they do. It also promotes a positive safety culture throughout our entire business, where safe and healthy working becomes second nature to everyone. Finally, it enables us to meet our legal duty to protect the health and safety of our employees.

There will be standard training and information that is provided to each employee, then bespoke based on the colleague's job role. Information, instruction and training may include a combination of the following:

- Health and Safety Induction Training
- "Face to Face" Training
- On the job training
- E Learning
- Behavioural safety training

It is the Company's responsibility to inform, instruct, equip and train our colleagues such that they may carry out their duties in a safe and efficient manner. Documented records of training will be kept.

Lone Working

Lone working includes anyone working by themselves without direct contact or supervision. It is important that any lone workers are not at any more risk than anyone else in our workplace. Lone workers can be at an increased risk of vulnerability.

When someone is lone working it is important that we have suitable arrangements in place. In these instances, a risk assessment should be undertaken.

Manual Handling

Manual handling is defined as any handling operation that requires the movement of a load by human effort alone. It includes lifting, lowering, pushing, pulling or carrying.

Lifting a heavy load (or unwieldy) load, poor posture, poor lifting technique, loads with sharp edges, loads that are slippery/greasy, and even dropping a load are some of the hazards presented thorough manual handling.

Manual handling operations can cause a wide range of both acute and chronic injuries at work, causing both short and long term absence from work, including:

- Muscular sprains, strains to back, arms and wrist.

PIB Risk Management is a trading style of PIB Risk Management Limited. PIB Risk Management Limited is registered in England & Wales. Company Registration Number 7473310. VAT Number 249785350. Registered Office: PIB Risk Management Limited, Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

- Slipped disc, trapped nerves (back injuries).
- Lumbago, sciatica and Rheumatism.
- Fractures.
- Cuts, bruises and abrasions.
- Work related upper limb disorders.
- Hernias.
- Damage to the joints, ligaments, muscles and vertebrae.
- Slips, trips and falls.

Throughout our site, different colleagues will carry out different kinds of manual handling tasks/procedures. Therefore, whilst initially we aim to remove the need for manual handling tasks as far as reasonably practicable, it is unlikely that these will be eradicated in totality in particular as assisting residents and service users is a key part of our work.

A suitable and sufficient assessment will be undertaken, and appropriate steps taken to reduce the risk of injury. The assessment will take into account the task, the load, the working environment and the capability of the individual concerned. An assessment will be reviewed if there is any reason to suspect that it is no longer valid. Manual handling training will be provided to employees.

Component	Considerations (examples)	Controls (examples)
Task	• Close to trunk on body? • Good body posture? • Excessive distances? • Sudden load movement? • Rest/recovery breaks? • 2 or more people to lift?	• Better storage of common loads at waist height • Job rotation • Remove obstacles • Seek help to move load • Good lifting technique
Individual	• Task requires specific strength or height? • Pregnant or young persons at risk?	• Good health of employee • Information and training • Personal protective equipment
Load	• Too heavy? • Too bulky? • Difficult to grasp? • Moveable contents in load? • Sharp, hot or cold load?	• Made lighter, smaller, easier to grasp? • Handhold positions • Remove sharp edges or slippery deposits
Working environment	• Space constraints • Slippery, uneven floor • Poor lighting • Variations in floor level	• Cleaned floors • Adequate lighting • Reduce space constraints

If lifting operations can be avoided by using equipment or changes in work practices', then this is preferable.

No person is to attempt to manually handle any item that is too heavy for them.

Mechanical aids e.g. trolleys, jacks, cranes, forklift trucks, pallet trucks, sack barrows etc have been provided and are used whenever practical.

Colleagues are provided with relevant training, information, instruction and supervision including safe use of equipment.

Marina and Pontoons

The safety of all persons using the marina and pontoons is of paramount importance. The following measures must be observed at all times:

- All walkways, pontoons and access routes must be kept clear of obstructions and trip hazards
- Non-slip surfaces must be maintained on all pontoons and walkways
- Life-saving equipment such as lifebuoys and rescue poles must be readily accessible and are to be regularly inspected.
- Appropriate signage must be displayed to warn of potential hazards, including deep water, slippery surfaces and restricted areas.
- Running, cycling or horseplay on the pontoons is strictly prohibited.
- Any damage or hazards identified on the pontoons or to the marina infrastructure must be reported immediately and access restricted until repairs are made.
- Only authorised personnel are to carry out maintenance or repairs on the pontoons and associated equipment.
- Emergency procedures, including the location of first aid kits and emergency contact numbers must be clearly communicated to all users.

By adhering to the above, Shepperton Marina Ltd believes that this will ensure a safe environment for all marina users and visitors.

Mobile Phones

Colleagues are not permitted to use handheld mobile phones while driving company vehicles, operating plant and equipment, working in explosive atmosphere zones or working at height.

Monitoring, Inspection and Review

We have a commitment to monitor and review our health and safety arrangements on a regular basis. This enables us to assess how effectively risks are controlled across our site in order to identify and implement improvements, where required. More importantly we strive to develop a positive health and safety culture across our business by influencing hearts and minds for all our colleagues to think differently about health and safety and make it part of their everyday lives.

To help us undertake this, we use a number of proactive safety monitoring techniques to measure performance, examples include periodic site audits and safety inspections. Reports are written with details of corrective or other measures to be taken. The purpose of inspecting the sites and reviewing health, safety and welfare is to monitor the effectiveness of our policies and procedures and to seek out any weaknesses so that they can be remedied.

New and Expectant Mothers

We are committed to protecting the health and safety of new and expectant mothers who may

PIB Risk Management is a trading style of PIB Risk Management Limited. PIB Risk Management Limited is registered in England & Wales. Company Registration Number 7473310. VAT Number 249785350. Registered Office: PIB Risk Management Limited, Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

work in our business. Our environment presents a multitude of hazards to all our colleagues including using hazardous substances, using work equipment, etc. Therefore, it is imperative that we understand the 'additional' risks and hazards that are present for new and expectant mothers.

HSE defines a 'new or expectant mother as:

"A woman who is pregnant, has given birth in the last 6 months or is breast feeding".

Once formally notified by a colleague that they are a new or expectant mother we will carry out a risk assessment to identify any actions required to ensure a safe working environment.

Noise

Hearing damage caused by exposure to noise at work can be easily prevented, however if unprotected, hearing loss can be permanent and incurable. The damaging effects of noise are related to the level of noise and the duration of the exposure. Hearing damage tends to be gradual and can cause:

- Tinnitus.
- Loss of hearing in certain ranges.
- Noise induced hearing loss.
- Temporary deafness.

A number of colleagues on our site(s) are regularly exposed to noise e.g. from noisy processes, powered work equipment etc. We are required to:

- Assess noise levels and keep necessary records.
- Reduce the risks of noise exposure
- Provide our colleagues with suitable information and training.

As part of the Regulations, we must reduce the risk of damage to our colleagues hearing by exposing them to noise at the lowest possible level (so far as reasonably practicable). The 'noise action levels' provide a guideline for noise exposure and actions to be undertaken when reaching specific levels referred to as the 'exposure action level' and 'exposure limit' values.

Noise assessments will be carried out and reviewed at periodic intervals to identify potential problem areas. Reasonably practicable measures will be taken to reduce the levels to as low as practicable e.g. reduce the time exposed to noise, reduce noise levels at source, use of personal protective equipment, information / instruction / training etc

Personal Protective Equipment (PPE) / Respiratory Protective Equipment (RPE)

Personal protective equipment (or PPE) is essential in contributing to a healthy and safe working environment. As some areas of our business potentially present numerous hazards and risks, we must ensure that exposure to these are reduced, ideally at source. However, where we cannot adequately control risks e.g. through hazard removal, reduction / replacement etc. we must provide / supply all necessary PPE / RPE (free of charge) to our colleagues as a minimum for all residual risks.

The Company's policy is to assess the requirements for PPE / RPE where necessary so that suitable provisions are made, and that they are used for their intended function and maintained in a serviceable condition. Guidance will be provided to our colleagues when and how to wear / use PPE / RPE. PPE / RPE is provided free of charge. Periodic PPE / RPE audits are undertaken, and documented records are available.

Contractors are to provide their own PPE / RPE, which should be of an equal or higher standard to our own.

Each person is responsible for their own health, safety and welfare and this includes the need to wear, maintain, store etc items of PPE / RPE as instructed. Disciplinary action may be taken against those who ignore these instructions.

Risk Assessment

Risk assessment is one of the most important elements of successful health and safety management. Risk assessments help prevent accidents and ill health by identifying potential workplace hazards, assessing the risks and establishing how to manage them. In all workplaces, there are risks that can affect the health and safety of employees, so a rigorous, reliable risk assessment process is essential to keeping our people safe, protecting our business and ensure we are complying with the law (risk assessment is a legal requirement).

Risks cannot always be removed in their entirety, so in many instances, the goal is to identify suitable control measures to reduce each one as much as reasonably practicable. Additionally, as our business environment and working practices change over time, new risks can arise, existing risks can disappear, also most existing risks require ongoing management.

That's why it is imperative that risk assessments are reviewed and reassessed on a regular basis, and why everyone in our business has a responsibility to proactively support the risk assessment process. Examples of risk assessments completed are working within 2M of the water's edge, working in the sun, contact with Weil's Disease, customers and visitors on pontoons, fire, lone working, personal protective equipment (PPE), work at height, plant and equipment, slips / trips / falls, etc.

Our aim once a potential risk has been identified is to implement control procedures, which seek to reduce that risk to as low as is reasonably practicable.

Our significant findings will be recorded, in a manner which can be easily understood by those who may be affected, and these findings will be brought to their attention by instruction, information or training.

Our assessment of risk will be subject to periodic review so as to ensure the adequacy and accuracy of the implemented control regime.

Safe Systems of Work / Toolbox Talks

Where applicable, 'Safe Systems of Work' and / or 'Toolbox Talk' will be drafted in conjunction with our risk assessments in order to provide further guidance to those who may be affected by that work.

If a “written” safe system of work / or toolbox talk has not been implemented, then the employee must use their experience and judgment to undertake the work. If they are in doubt, they should refer the matter to the Marina Manager. Colleagues should feel free to ask for a specific written safe system of work and / or toolbox talk if they have areas of concern.

Safety Committee Meetings

A Safety Committee will be established with representation to reflect our activities. Safety meetings will be held at agreed intervals. Proceedings will be minuted and records kept. Action points will be assigned to individuals for corrective or other measures to be taken.

Safety Signs

Safety signs are a simple but extremely effective way of reminding everyone of the risks, hazards, dangers and rules that are apparent in specific areas of our workplace. This helps promote and reinforce a safety environment for everyone.

Check that signage displayed is:

- Maintained in a good condition.
- Positioned in the correct location.

Around our work premises, there will be a number of different types of safety sign. All safety signs are colour coded and have a meaning:

	Prohibition Sign (red) • Prohibits certain actions or behaviour that could cause or increase risk e.g. no smoking.
	Warning Sign (yellow/black) • Warns of a hazard or danger e.g. electricity.
	Mandatory Sign (blue) • Instructs on a specific behaviour that must be followed e.g. safety boots must be worn.
	Safe Condition Sign (green) • Information sign e.g. location of escape routes, first aid stations.



Fire Equipment Sign (red)

- Informs everyone the location and type of firefighting equipment e.g. fire extinguishers.

Here are examples you may see on site:

 Highly Flammable No smoking or naked lights	Areas that contain highly flammable substances must have this sign displayed.
 No access for unauthorised personnel	Areas on site where only authorised people are allowed.
 Warning Beware of moving vehicles	When moving vehicles or plant equipment there may be areas with limited visibility and space constraints. This means all colleagues should be vigilant at all times and adhere to the traffic management systems on site.
 respiratory protection must be worn  Approved personal protective equipment must be worn at all times	It is imperative that our colleagues wear the correct PPE at all times.
 Fire exit	Our colleagues must ensure that they know where the fire exits, and fire assembly points are.

	
	Our colleagues must ensure they know who the appointed first aiders are.

Smoking in the Workplace

It has been well publicised that smoking presents significant health issues to those who smoke, as well as second-hand or passive smoking, causing lung cancer and heart disease in non-smokers. Additionally, smoking is a cause of discomfort and irritation to people, particularly those suffering from respiratory illnesses such as asthma.

Finally, given the use of potentially flammable liquids and other fire hazards within our working environment, smoking presents a significant fire risk to our colleagues and premises.

There is also legislation now in place for 'smoke free' areas which stipulate:

- It is against the law to smoke in nearly all enclosed public and workplaces.
- Work vehicles used by more than 1 person must be smoke free at all times.
- No smoking signs must be displayed.
- Smoking rooms and indoor smoking areas are not allowed. Only outside is permitted.

Therefore, smoking is not permitted in any areas in or around the workplace other than the designated outdoor smoking areas.

Stress

Our colleagues are our most valuable asset, so it is fundamental that we address work-related illnesses, including stress. Both the physical safety and mental wellbeing of our colleagues is crucial.

A certain level of stress can be beneficial in providing high motivation, a positive outlook and good performance. However, when these levels are exceeded detrimental health effects may appear. As a result, stress at work can contribute significantly to sickness, absence from work and employee turnover. Stress can be physical, behavioural, emotional and cognitive. It can cause chest pains, nausea, poor appetite, nervous habits, a lack of concentration and anxiety just to name a few.

In many instances, stress related problems can be of short duration and often resolve

PIB Risk Management is a trading style of PIB Risk Management Limited. PIB Risk Management Limited is registered in England & Wales. Company Registration Number 7473310. VAT Number 249785350. Registered Office: PIB Risk Management Limited, Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

PART OF **pibGroup**

themselves, but it is the long-term stresses that we aim to address.

In most circumstances, stress is brought about by an accumulation of minor irritations, but there may be one single event or set of circumstances that provide the stress overload. These could include:

- The work environment e.g. noise, temperature, overcrowding and humidity.
- The job e.g. boring/repetitive, working to tight deadlines, over work, insufficient training.
- Responsibility e.g. too little power, too much power etc.
- Management e.g. poor leadership, poor communication, lack of support.
- Relationships e.g. discriminatory or sexual remarks or harassment.

Managers should monitor and observe their colleagues to look for any signs of stress. We will look to reduce stress levels by allocating correct workloads, working timelines and set realistic targets etc so as not to create on going long term stressful behaviours in our employees.

Colleagues who feel they are suffering from excessive pressure are encouraged to discuss their concerns with their manager.

Vehicles / Road Risks

Only suitably licensed persons are authorised to drive company vehicles and licences are checked at periodic intervals.

All vehicles provided for use at work must meet a suitable standard for purposes of health, safety and welfare in terms of both integrity and suitability. Vehicles are maintained / serviced at periodic intervals.

The company recognises the importance of managing occupational road risks and aims to endorse safe driving methods by promoting and encouraging a safe driving culture within the organisation. An occupational road risk policy is established, and drivers are provided with handbooks and relevant information to encourage a safe driving culture.

Violence, Abuse and Harassment

Relevant safeguarding arrangements are put in place where there is a foreseeable risk of colleagues being exposed to violence, abuse or harassment at work. We will take a zero-tolerance approach towards any form of abuse, bullying, harassment or violence at work whether from other employees, members of the public or others.

We will continually monitor the situation and will take immediate action if there is a problem. Any employee found to be abusing, bullying or harassing others will face disciplinary action.

Vulnerable Persons

Relevant safeguarding arrangements are put in place to protect vulnerable people from abuse and neglect. Vulnerable people can include guests, customers and visitors who may be vulnerable for a number of reasons including age, physical or mental disability, ill health, intoxication etc.

Waste Control and Environmental Care

Waste presents a hazard, it can present fire risks (if combustible or flammable), as health risks (if a hazardous substance), as well as environmental risks. Therefore, it is important that all waste is disposed of in the correct way and is not allowed to build up in our work environment. Additionally, there are legal requirements to ensure that we deal with waste in the correct way.

Waste will initially be properly stored on site and contracts will be established so that waste is appropriately disposed of by suitably licensed contractors.

Work Equipment

All equipment provided for use at work should meet a suitable standard for purposes of health, safety and welfare in terms of both integrity and suitability.

New equipment will be marked UKCA / UKNI / CE as appropriate where required to show it meets relevant minimum standards of compliance. Equipment should be suitably maintained / serviced so as to ensure safety to operators and others.

Where applicable a programme for examining and maintaining tools and equipment will be implemented.

Adequate instruction, information and training to enable the safe use of work equipment will be provided.

The use of work equipment which could pose special risks to the safety of persons in the workplace shall be restricted to persons trained in its use. Colleagues should carry out visual checks of all tools and equipment before use and report defects. Damaged or defective tools / equipment which may affect the health and / or safety of any person should be withdrawn from service until such time that it is repaired / serviced or replaced.

Some equipment is required by regulation to be examined by a “competent person”. This includes lifting equipment such as hoists and forklift trucks, pressure equipment, etc. Specialist companies will be instructed to undertake such examinations in accordance with legislation.

Workplace Safety and Welfare

We take the welfare of our colleagues, contractors, service users / residents and visitors in our workplace very seriously. It is important to us that our colleagues are provided with the right facilities and conditions to help support them undertake their role to the best of their abilities whilst keeping them in a healthy comfortable environment.

Consideration will be given to heating; lighting; temperature; washroom facilities; toilet facilities; falls or falling objects; organisation of traffic routes etc.

PIB Risk Management is a trading style of PIB Risk Management Limited. PIB Risk Management Limited is registered in England & Wales. Company Registration Number 7473310. VAT Number 249785350. Registered Office: PIB Risk Management Limited, Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

Colleagues should try and keep all working / storage areas in the tidiest / safest condition possible and ensure that all waste materials are disposed of in the appropriate manner.

Young persons

We work in an environment where risks and hazards are constantly prevalent, some of the hazards are not obvious and many young people will be unaware of these factors.

How do we define a young person?

- A '**young person**' is anyone under 18.
- A '**child**' is anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils will reach the MSLA in the school year in which they turn 16.

Young people may be at particular risk because of:

- Their lack of awareness and immaturity.
- Unfamiliarity with their surroundings and environment.
- Being physically or psychologically less suited to certain tasks.
- Their lack of skills and training.

Under health and safety law, we must assess the risks to young people before they start work (or work experience) and tell them what the risks are. We have a duty to protect young persons at work from risks to their health and safety.

Where a 'child' is to be employed, we will communicate the findings of the risk assessment, together with protective and preventative measures to be taken, to their parent or guardian.

Young people are not exposed to risks at work that arise because of their lack of maturity or experience and any consequential lack of awareness of potentially dangerous situations. A young person will not be expected to do any of the following:

- Work beyond their physical or psychological capabilities.
- Perform work that involves risks to health from noise, vibration or extreme heat or cold.
- Perform work that involves harmful exposure to any agents that can affect health.

Should anyone fail to understand any of their imposed duties as described within this Health, Safety & Welfare Policy, then they should seek clarification / guidance from their manager.