



HEALTH SAFETY & WELFARE DETAILED POLICY PACK

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The following policies expand the core handbook into audit-ready operational arrangements. They are written to show purpose, scope, legal framework, responsibilities, control measures, monitoring and evidence expectations in a format suitable for internal management, client due diligence and external compliance review.





POLICY 1 – RISK MANAGEMENT AND RISK ASSESSMENT POLICY

To set out how People CIS Limited identifies, evaluates, controls, communicates and reviews health, safety and welfare risks associated with its activities and with the assignments undertaken by workers engaged through the Company.

Purpose: To set out how People CIS Limited identifies, evaluates, controls, communicates and reviews health, safety and welfare risks associated with its activities and with the assignments undertaken by workers engaged through the Company.

Scope: This policy applies to all internal staff, workers and contractors engaged through People CIS Limited. It also applies to agency, MSP and host-client interfaces where risk information must be exchanged or escalated to support safe assignments.

Policy statement

- Risk management is a continuous process and not a one-off form-filling exercise.
- The Company expects hazards to be identified early, discussed clearly and controlled in proportion to risk.
- Assignment activity must not start where significant foreseeable risk has not been properly assessed and communicated.
- Dynamic assessment may supplement formal assessment but cannot be used to bypass planning where planned assessment is clearly required.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|--|--|
| Board and senior leadership | Approve the policy framework, review significant incidents and ensure competent advice and adequate governance resource are available. |
| Compliance and onboarding teams | Issue this handbook, identify obvious mismatches between worker, role and risk profile, and escalate where site-specific information is absent or contradictory. |
| Host clients and site controllers | Complete suitable and sufficient task and site assessments, communicate safe systems of work, supervise the activity and review controls when conditions change. |
| Workers | Read and follow the information provided, ask questions where unclear, use the agreed controls and stop work if the situation becomes unsafe. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. RISK IDENTIFICATION AND INFORMATION GATHERING

Before or at the point of assignment, the Company should understand the broad sector, location type, task profile, supervision model and any obvious high-risk elements such as work at height, exposure to substances, lone working, public interface, driving, rail access or safeguarding-sensitive environments.

The host client remains responsible for site-specific assessment, but People CIS Limited will escalate where information supplied appears inconsistent with the nature of the work.

When a worker discloses a relevant health issue, pregnancy, disability, young age or other factor affecting safety, the information must be handled sensitively and used to trigger review of suitability and controls.

2. THE ASSESSMENT STANDARD

Assessments should identify the hazard, who could be harmed, the existing controls, any further actions required, who is responsible for those actions and when review is needed.

Assessments must reflect the hierarchy of control. Elimination and substitution should be considered before engineering, administrative and PPE controls.

Generic risk assessments may help with planning, but they must be adapted or supplemented where local conditions, equipment, people or environmental factors materially change the risk.

3. COMMUNICATION AND BRIEFING

Assessment findings must be communicated in a way the worker can understand. That may involve site induction, toolbox talks, permit briefings, supervisor instruction, visual aids or translated support where appropriate.

Workers must be given the opportunity to ask questions and should not be pressed to sign assessments they have not understood.

4. REVIEW TRIGGERS

Risk assessments must be reviewed when there is a significant incident, near miss, complaint, enforcement issue, change in process, change in personnel, equipment defect, change in weather or environment, or any other reason to believe the existing controls are no longer reliable.

Young workers and pregnant workers/new mothers require specific review.

A changed task on the day requires the work to pause until the revised control measures are understood and agreed.

5. STOP-WORK AUTHORITY

Any worker may stop or refuse work where there is a serious or immediate danger, where a critical control is missing, or where the worker has not been adequately briefed or authorised.

Managers must respond to stop-work escalations constructively, document the issue and ensure the matter is resolved before work resumes.

TRAINING AND COMPETENCE

Internal teams should understand the distinction between company-level governance and host-site operational control. Workers should receive induction to this handbook and assignment-specific briefings before work starts. Additional training will be required where workers undertake specialist or safety-critical tasks.

RECORDS AND DOCUMENT CONTROL

Relevant records include assignment risk information, copies or logs of risk assessments and method statements where shared, induction records, stop-work escalations, incident investigations and corrective action tracking.

MONITORING, AUDIT AND REVIEW

Compliance monitoring should test whether risk information is current, whether incidents are prompting review and whether workers understand how to raise concerns. Significant themes should be reported for management review.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Current handbook and policy issue log
- Risk information supplied by host clients or agencies
- Escalation records where information was incomplete or contradictory
- Records showing incidents or changes have triggered assessment review

OFFICIAL ONLINE SOURCES

- [Health and Safety at Work etc. Act 1974](#)
- [Managing risks and risk assessment at work –HSE overview](#)
- [Managing for health and safety \(HSG65\)](#)
- [Young people at work – Law](#)
- [Pregnant workers and new mothers – risk assessment](#)

POLICY 2 – COSHH AND HAZARDOUS SUBSTANCES POLICY

To prevent or adequately control exposure to substances hazardous to health and to ensure that hazardous-substance arrangements are documented, communicated and reviewed wherever the Company’s workers may be exposed as part of an assignment.

Purpose: To prevent or adequately control exposure to substances hazardous to health and to ensure that hazardous-substance arrangements are documented, communicated and reviewed wherever the Company’s workers may be exposed as part of an assignment.

Scope: Applies to all assignments involving chemicals, fumes, dusts, vapours, mists, gases, biological agents or other hazardous substances. Separate specific legislation continues to apply to asbestos, lead and certain other substances, but this policy supports the wider control framework.

Policy statement

- Exposure must be prevented where possible and otherwise adequately controlled using the hierarchy of control.
- Safety data sheets alone are not a COSHH assessment; the task, routes of exposure, quantities, duration, people at risk and local controls must also be considered.
- Where workplace exposure limits apply, monitoring and review should be used to verify that control remains effective.
- For carcinogens, mutagens and asthmagens, exposure should be reduced as low as is reasonably practicable.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|--|--|
| Host clients and premises controllers | Maintain substance inventories, obtain current safety data sheets, complete COSHH assessments, provide engineering controls and ensure emergency/spill arrangements are available. |
| Compliance teams | Escalate where the rota profile suggests hazardous-substance exposure but clear controls have not been described or shared. |
| Workers | Follow COSHH assessments, use extraction and hygiene arrangements properly, wear issued PPE/RPE and report symptoms, spills and defects. |
| Managers and supervisors | Verify competence, safe storage, housekeeping and supervision in the relevant work area. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. IDENTIFY SUBSTANCES AND TASKS

The assessment must consider products brought on site, by-products created by the task and substances released by the work process, such as welding fume, silica dust, wood dust, cleaning chemicals, paints, solvents, cement, biological agents or battery acids.

Each task should be reviewed for inhalation, skin, eye, ingestion and injection risk.

2. SELECT EFFECTIVE CONTROLS

Eliminate or substitute where practical. If not, consider enclosure, local exhaust ventilation, automation, reduced quantity, closed transfer, damping down, task redesign and restricted access before PPE.

Where flammable or explosive atmospheres may arise, DSEAR controls must also be considered.

3. EXPOSURE LIMITS AND MONITORING

Where a Workplace Exposure Limit exists, the host client should ensure that exposure is assessed and, where needed, monitored against the current EH40 list.

Monitoring is not a substitute for good control design, but it can confirm whether controls are working as intended.

4. HEALTH SURVEILLANCE

Health surveillance should be considered where the assessment indicates a realistic chance of identifiable disease or adverse effect, for example with respiratory sensitisers, skin sensitisers, flour dust, welding fume or other higher-risk exposures.

Workers should report symptoms promptly so intervention can happen early.

5. STORAGE, TRANSPORT, SPILLS AND WASTE

Substances must be stored in suitable containers with correct labelling and segregation. Incompatible chemicals must not be stored together.

Spill response arrangements, eyewash, emergency isolation and hazardous-waste arrangements must be understood before the work starts.

TRAINING AND COMPETENCE

Workers must receive information on the substances they may encounter, the meaning of hazard labels, the controls required, how to use PPE/RPE, what symptoms to report and what to do in the event of a spill or accidental exposure.

RECORDS AND DOCUMENT CONTROL

COSHH assessments, safety data sheets, monitoring results, ventilation inspections, health surveillance records (kept confidentially as required), training records, spill reports and waste records should be retained in accordance with legal and company requirements.

MONITORING, AUDIT AND REVIEW

Periodic review should test whether substances have changed, whether labels and SDS are current, whether ventilation is maintained, whether PPE remains suitable and whether symptoms or complaints indicate control failure.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Current COSHH assessments and SDS library
- Ventilation or extraction inspection/testing records
- Exposure monitoring or health surveillance evidence where required
- Spill response and hazardous-waste arrangements

OFFICIAL ONLINE SOURCES

- [COSHH overview](#)
- [COSHH ACOP and guidance L5](#)
- [Working with substances hazardous to health - INDG136](#)
- [Workplace exposure limits and EH40](#)
- [Principles of good control practice](#)
- [Dangerous Substances and Explosive Atmospheres Regulations \(DSEAR\)](#)

POLICY 3 – PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

To ensure PPE is selected, issued, used, maintained and replaced properly and only as part of a wider control strategy based on risk assessment.

Purpose: To ensure PPE is selected, issued, used, maintained and replaced properly and only as part of a wider control strategy based on risk assessment.

Scope: Applies to all workers for whom PPE is required by law, client rule, risk assessment, permit or safe system of work. This includes PPE issued by the host client and any PPE provided through People CIS Limited arrangements.

Policy statement

- PPE is not the first control option and should be used where risks remain after higher-order controls have been considered.
- PPE must be suitable for the hazard, the task, the environment and the individual wearer, including fit and compatibility with other PPE.
- Workers covered by the regulations, including limb (b) workers, must be provided with necessary PPE free of charge.
- PPE that is defective, contaminated, expired or poorly fitting must not be relied on.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|------------------------------|--|
| Host clients and supervisors | Assess PPE needs, provide suitable items, give instructions and ensure local storage, maintenance and replacement systems are working. |
| Workers | Wear PPE correctly, look after it, report defects or poor fit immediately and not alter or misuse it. |
| Compliance teams | Reinforce that PPE requirements remain site and task specific and should be confirmed during induction. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. SELECTION

Selection should be based on the actual hazard and the practical demands of the task. Consider impact, splash, dust, fume, noise, temperature, biological contamination, cut resistance, anti-static requirements and visibility.

Compatibility matters. For example, eye protection, hard hats, hearing protection and respiratory protection must work together without reducing effectiveness.

2. FITTING AND ISSUE

PPE should be issued in the correct size and adjusted to the wearer. Tight-fitting respiratory protective equipment requires face-fit considerations and user training where used.

Where PPE is shared, effective cleaning and hygiene controls are required.

3. USE, STORAGE AND MAINTENANCE

Workers must use PPE for the purpose intended, store it properly and avoid damage through poor handling, heat, contamination or unauthorised modification.

Inspection regimes should reflect the type of PPE. Harnesses, respiratory equipment and specialist electrical or chemical PPE may require more formal checks.

4. REPLACEMENT AND DEFECT CONTROL

Damaged or lost PPE must be replaced promptly. Where the PPE is critical to the task, the work must stop until suitable replacement is available.

Single-use items must not be re-used unless the manufacturer and the local procedure specifically allow it.

TRAINING AND COMPETENCE

Training should cover why the PPE is needed, what it can and cannot do, how to fit it, how to check it, how to clean/store it and when to replace or report it.

RECORDS AND DOCUMENT CONTROL

Risk assessments, issue logs, training records, inspection records and maintenance or replacement records should be retained where appropriate to the risk.

MONITORING, AUDIT AND REVIEW

Supervisors should check not only whether PPE is being worn, but whether the correct item is being worn properly and whether higher-order controls remain available and effective.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Risk-based PPE requirement records
- Issue and replacement logs where maintained
- Training or briefing records for specialist PPE/RPE
- Inspection records for reusable specialist PPE

OFFICIAL ONLINE SOURCES

- [PPE at work - HSE overview](#)
- [Using PPE to control risks at work](#)
- [PPE at Work Regulations 1992 guidance L25](#)
- [Extended scope of the PPE Regulations from 6 April 2022](#)

POLICY 4 – INCIDENT REPORTING, INVESTIGATION AND RIDDOR POLICY

To ensure accidents, incidents, near misses, cases of ill health, dangerous occurrences, violence and safeguarding-related events are reported promptly, investigated proportionately and escalated correctly, including under RIDDOR where applicable.

Purpose: To ensure accidents, incidents, near misses, cases of ill health, dangerous occurrences, violence and safeguarding-related events are reported promptly, investigated proportionately and escalated correctly, including under RIDDOR where applicable.

Scope: Applies to all workers engaged through People CIS Limited and to all internal staff who receive, log, triage or support incident notifications.

Policy statement

- Prompt reporting protects people, preserves evidence and supports learning.
- Near misses must be reported because they often reveal control failure before harm occurs.
- The organisation or person with the legal duty to make a RIDDOR report must be identified quickly; uncertainty is not a reason to delay internal escalation.
- Investigations should focus on causes and improvement, not blame.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|---|--|
| Workers | Report incidents immediately, co-operate with local emergency and reporting processes and provide truthful factual information. |
| Host clients | Make the area safe, provide first aide/emergency response, preserve evidence where necessary, complete local reporting and determine any immediate operational controls. |
| People CIS compliance support team | Log notifications, assess severity, support communication with agency/client, consider whether the event may be RIDDOR-reportable and track corrective actions relevant to the Company's role. |
| Managers | Review trends and ensure lessons are captured, communicated and acted on. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. IMMEDIATE RESPONSE

Prioritise life, emergency care and scene safety. Contact emergency services where needed, stop unsafe activity and preserve the area if a serious event has occurred.

For safeguarding matters, follow the dedicated safeguarding escalation route as well as incident processes where required.

2. INTERNAL REPORTING

The worker should inform the host supervisor first where possible, then notify People CIS Limited as soon as practicable.

Reports should include who was involved, where and when it happened, what was being done, what immediate action was taken and whether witnesses, CCTV or photos exist.

3. RIDDOR TRIAGE

Consider whether the event is work-related and whether it falls into a reportable category such as death, specified injury, over-seven-day injury, occupational disease, dangerous occurrence or gas incident.

Confirm who holds the duty to report and by when. Internal logs should capture the outcome of that decision.

4. INVESTIGATION

The level of investigation should match the seriousness and learning opportunity. Significant incidents may require formal root-cause analysis and corrective action tracking.

Investigations should examine supervision, planning, competence, environment, equipment, behaviour, communication and management systems.

5. CORRECTIVE AND PREVENTIVE ACTION

Actions must be specific, owned and time-bound. Closing an action should include evidence that the control has actually changed, not just that an email was sent.

Themes from repeated minor events should be treated seriously.

TRAINING AND COMPETENCE

Workers and internal staff should understand what must be reported, how to make a report, what RIDDOR is and is not, and how the Company handles support, investigation and escalation..

RECORDS AND DOCUMENT CONTROL

Accident logs, near miss logs, witness accounts, investigation notes, RIDDOR decisions, corrective actions, training records and communications with agencies/clients should be retained in line with legal and business requirements.

MONITORING, AUDIT AND REVIEW

Management review should analyse trends by cause, site type, task, sector and severity. Repeated issues should trigger review of risk information, inductions, client communication and policy adequacy.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Accident/near miss log
- RIDDOR triage and reporting records
- Investigation reports and corrective actions
- Evidence of trend review by management

OFFICIAL ONLINE SOURCES

- [RIDDOR main guidance](#)
- [Types of reportable incidents](#)
- [Reporting accidents and incidents at work - INDG453](#)
- [Health and Safety \(First-Aid\) Regulations 1981 guidance](#)

POLICY 5 – SAFEGUARDING POLICY

To protect children, young people and adults at risk from abuse, neglect, exploitation, harm or inappropriate conduct in any environment where workers engaged through People CIS Limited may come into contact with service users, patients, pupils, students or vulnerable members of the public.

Purpose: To protect children, young people and adults at risk from abuse, neglect, exploitation, harm or inappropriate conduct in any environment where workers engaged through People CIS Limited may come into contact with service users, patients, pupils, students or vulnerable members of the public.

Scope: Applies where the Company's workers are placed in education, healthcare, social care, community, public-service or other settings where safeguarding duties may arise. It also applies to allegations or concerns about a worker's conduct or the conduct of others encountered during an assignment.

Policy statement

- Safeguarding is everybody's responsibility in environments where children or adults at risk may be harmed.
- Workers must report concerns immediately and must not decide on their own to keep a safeguarding disclosure secret.
- The Company expects host safeguarding procedures to be followed first in local operational terms, with parallel notification to People CIS Limited where the concern affects the worker, the assignment or labour-supply-chain governance.
- A safeguarding concern always takes precedence over commercial sensitivity.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|---|---|
| Host client safeguarding lead / DSL / responsible manager | Lead local operational safeguarding response, make statutory referrals where required and provide site-specific procedures and training. |
| People CIS Limited compliance or designated safeguarding contact | Receive escalations about workers, concerns raised by workers, allegations, suitability issues and any failures in assignment controls; support appropriate onward escalation and record-keeping. |
| Workers | Remain professionally boundaried, follow local safeguarding rules, report concerns immediately and keep accurate factual notes where required. |
| Agencies/MSPs | Co-operate with information sharing and assignment management where suitability, access or ongoing placement status is affected. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. SAFER PLACEMENT AND ONBOARDING

Where a role requires checks such as identity, right to work, qualification verification, DBS or host-specific clearance, those checks must be completed to the appropriate standard before the worker starts.

Job descriptions and site briefings should make clear whether the role has a safeguarding element and who the local safeguarding lead is.

2. WHAT WORKERS MUST DO

Workers must report immediately if they witness, suspect or receive a disclosure of abuse, neglect, exploitation, grooming, inappropriate restraint, financial abuse, discriminatory abuse, self-neglect or any other safeguarding concern.

Workers must not promise confidentiality, conduct their own investigation, contact alleged perpetrators directly or delay because they are unsure whether the matter is serious enough.

3. ALLEGATIONS ABOUT WORKERS

Any allegation, complaint or concern about the conduct, suitability or behaviour of a worker must be taken seriously and escalated promptly. Host procedures, contractual notification duties and, where relevant, DBS referral duties may apply.

A worker may need to be removed from duty or from the site while facts are clarified. That should be managed as a safeguarding and risk issue, not treated casually

4. INFORMATION SHARING AND RECORDS

Records must be factual, timely and handled confidentially. Only those with a need to know should receive the information.

Information sharing should follow host procedures, legal duties and data-protection principles, recognising that safeguarding can justify necessary sharing.

5. PROFESSIONAL CONDUCT AND BOUNDARIES

Workers must maintain professional boundaries, use only approved communication channels, avoid inappropriate social contact or gifts, and follow host rules on chaperoning, lone working, restraint, patient contact, photography and use of personal devices

TRAINING AND COMPETENCE

Where safeguarding risk exists, workers must receive local safeguarding information as part of induction. Internal teams should know how to recognise a safeguarding issue, how to escalate it and when a suitability concern may affect ongoing placement.

RECORDS AND DOCUMENT CONTROL

Suitability checks, onboarding records, safeguarding notifications, factual notes, removal-from-assignment decisions, liaison records with agencies/clients and learning actions should be recorded securely and accessed only on a need-to-know basis.

MONITORING, AUDIT AND REVIEW

Periodic review should examine whether safeguarding-sensitive roles are identified accurately, whether checks are completed before start, whether concerns are escalated promptly and whether lessons are being applied across the supply chain.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Role-suitability and safeguarding-sensitive onboarding checks
- Recorded safeguarding concerns and escalation decisions
- Evidence that local safeguarding procedures were communicated
- Actions taken following allegations or suitability concerns

OFFICIAL ONLINE SOURCES

- [Working together to safeguard children 2026](#)
- [Keeping children safe in education](#)
- [Keeping children safe in education 2025](#)
- [Care and support statutory guidance - Care Act 2014](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [DBS eligibility guidance](#)

POLICY 6 – WORK AT HEIGHT POLICY

To prevent falls from height and injuries from falling objects by ensuring work at height is properly planned, supervised and carried out with suitable equipment and rescue arrangements.

Purpose: To prevent falls from height and injuries from falling objects by ensuring work at height is properly planned, supervised and carried out with suitable equipment and rescue arrangements.

Scope: Applies to all assignments involving ladders, stepladders, scaffolds, towers, MEWPs, roofs, edges, openings, fragile surfaces or any situation where a person could fall a distance liable to cause injury.

Policy statement

- The first question is whether work at height can be avoided entirely.
- If it cannot be avoided, the priority is to prevent falls using collective protection such as guardrails, platforms or suitable access equipment.
- Where the risk of a fall remains, measures must minimise both the distance and the consequences of the fall and address rescue.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|---------------------------------------|---|
| Host client or site controller | Plan the task, select suitable equipment, ensure inspection and competent erection where relevant, control the area below and provide emergency/ rescue arrangements. |
| Workers | Use only equipment they are trained and authorised to use, carry out pre-checks and stop if defects or changed conditions arise. |
| Supervisors | Verify weather, ground condition, exclusion zones and that the task remains within the equipment's safe use limits. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. PLANNING AND SELECTION OF ACCESS METHOD

Choose the safest practicable method considering duration, height, task demands, environment, rescue, weather, load and proximity to traffic or live services.

Ladders and stepladders should be restricted to low-risk, short-duration tasks where a more suitable work platform is not justified and where the ladder can be used safely.

2. EQUIPMENT CONDITION AND INSPECTION

Scaffolds, towers, MEWPs, harnesses and associated equipment must be inspected and maintained to the appropriate standard.

Pre-use checks by the user remain important even where formal inspections exist.

3. FRAGILE SURFACES AND OPEN EDGES

Roofs, rooflights, corroded sheets and similar surfaces must be treated as fragile unless confirmed otherwise by competent assessment.

Open edges, holes and penetrations must be protected or controlled to prevent access.

4. FALLING OBJECTS AND EXCLUSION ZONES

The risk to people below must be considered. Materials, tools and waste must be secured, controlled or lowered safely.

Do not throw materials from height.

5. RESCUE AND SUSPENSION RISK

A fall-arrest system does not remove the need for a rescue plan. Suspension intolerance and access for rescue must be considered before work starts.

TRAINING AND COMPETENCE

Only competent, trained and authorised people may erect, alter, inspect or use specialised access equipment. Workers must understand the limits of ladders, towers, scaffolds, harnesses and MEWPs relevant to their tasks.

RECORDS AND DOCUMENT CONTROL

Risk assessments, permits, scaffold/tower inspection records, MEWP checks, training records, harness inspections and rescue plans should be retained as appropriate.

MONITORING, AUDIT AND REVIEW

Monitoring should focus on equipment condition, unauthorised alterations, ladder misuse, weather controls, edge protection and evidence that workers stop when conditions become unsafe.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Work at height assessments and permits where used
- Inspection records for scaffolds, towers, harnesses or MEWPs where relevant
- Training/competence records
- Rescue arrangements or emergency planning evidence

OFFICIAL ONLINE SOURCES

- [Work at height - HSE overview](#)
- [The law - Work at Height Regulations 2005](#)
- [Working at height - INDG401](#)
- [Managing health and safety in construction \(CDM2015\)](#)

POLICY 7 – MANUAL HANDLING POLICY

To reduce musculoskeletal injury by avoiding hazardous manual handling where possible and managing unavoidable handling tasks using assessment, work design and suitable aids.

Purpose: To reduce musculoskeletal injury by avoiding hazardous manual handling where possible and managing unavoidable handling tasks using assessment, work design and suitable aids.

Scope: Applies to lifting, lowering, pushing, pulling, carrying, holding, supporting and moving loads, including people where relevant to the assignment.

Policy statement

- The preferred control is to remove the need for hazardous manual handling altogether.
- Where manual handling cannot be avoided, the task must be assessed and redesigned so far as reasonably practicable to reduce risk.
- Training is important but should never be used as an excuse for poor load design, poor layout or lack of handling aids.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|------------------------------------|---|
| Host client and supervisors | Design the task, layout and storage so that avoidable manual handling is removed or reduced and provide suitable aids where reasonably practical. |
| Workers | Use handling aids properly, follow the agreed method, ask for help with awkward loads and report symptoms or difficulty promptly. |
| Compliance teams | Escalate where a role appears to contain substantial manual handling but no controls or restrictions are evident. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. AVOID THE TASK WHERE POSSIBLE

Use pallets, trolleys, hoists, conveyors, lift tables, team handling or layout changes to remove avoidable handling.

Question whether the load needs to be moved at all, or whether it can be moved in smaller units.

2. ASSESS UNAVOIDABLE HANDLING

Consider the task, the individual, the load and the environment. Weight is only one factor: shape, stability, frequency, grip, reach distance, floor condition, stairs, temperature and time pressure also matter.

Take account of known back problems, pregnancy, fatigue and any reasonable adjustments required.

3. SAFE HANDLING PRINCIPLES

Plan the route, adopt a stable stance, keep the load close, avoid twisting under load and use mechanical help where available.

Team handling should be coordinated and led clearly; it is not automatically safer unless planned.

4. EARLY REPORTING AND REHABILITATION

Workers should report pain, discomfort or repeat strain early so tasks can be reviewed and support considered.

Recurring discomfort is a warning sign that the control system may be inadequate.

TRAINING AND COMPETENCE

Workers should receive practical instruction relevant to their task profile, including use of handling aids and how to recognise when a lift should not be attempted without assistance or redesign.

RECORDS AND DOCUMENT CONTROL

Manual handling assessments, training records, equipment inspection logs, symptom reports and corrective actions should be maintained where relevant.

MONITORING, AUDIT AND REVIEW

Monitoring should look beyond completion of training and test whether aids are actually available, usable and used in the real work environment.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Manual handling assessments or task reviews
- Availability and maintenance of handling aids
- Training or briefing notes
- Symptom reports and task redesign evidence

OFFICIAL ONLINE SOURCES

- [Manual handling at work - HSE overview](#)
- [Manual Handling Operations Regulations guidance L23](#)
- [Manual handling at work - INDG143](#)
- [Good handling technique](#)

POLICY 8 – FIRE SAFETY AND HOT WORK POLICY

To prevent fire, explosion and smoke spread, protect means of escape, and ensure hot work and other ignition-producing activities are controlled to a standard consistent with current law and official guidance.

Purpose: To prevent fire, explosion and smoke spread, protect means of escape, and ensure hot work and other ignition-producing activities are controlled to a standard consistent with current law and official guidance.

Scope: Applies to all workplaces and assignments involving general fire risk, flammable materials, process fire risks, hot work, temporary works affecting occupied buildings or any activity capable of creating an ignition source.

Policy statement

- Fire precautions must be based on a current fire risk assessment and the actual use of the premises.
- Escape routes, alarms and other fire precautions must remain effective during works, including maintenance and fit-out activities.
- Hot work outside a designated safe area requires formal control and, where appropriate, a permit system.
- Housekeeping is a fire control, not a cosmetic issue.

ROLES AND RESPONSIBILITIES

| ROLE | MAIN RESPONSIBILITIES |
|---|--|
| Responsible person / premises controller | Carry out and maintain the fire risk assessment, implement general fire precautions and co-ordinate arrangements for the premises. |
| Host supervisor and contractors carrying out works | Ensure the work does not compromise escape routes, alarms, compartmentation, extinguishers or other critical precautions. |
| Workers | Follow fire rules, report defects or blocked routes and only carry out hot work when authorised and competent. |

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. GENERAL FIRE PRECAUTIONS

Identify ignition sources, fuels and oxygen sources. Control them through housekeeping, electrical safety, safe storage, smoking controls, maintenance and supervision.

Maintain means of escape, alarm arrangements, emergency lighting, signage and firefighting equipment as required by the premises risk assessment.

2. FIRE RISK ASSESSMENT AND CHANGE MANAGEMENT

The fire risk assessment must be reviewed when the layout, occupancy, process, storage, contractor activity or building condition changes.

In England, fire-safety duties under the Fire Safety Order have been amended in recent years and dutyholders should ensure their arrangements reflect current requirements.

3. HOT WORK CONTROLS

Where hot work cannot be avoided, use a permit process where required, remove combustibles, protect fixed combustibles, isolate or manage detection as necessary, provide extinguishers and assign a competent fire watch.

HSE guidance states the fire watch should continue for at least 30 minutes after hot work and longer – potentially 60 minutes – where hidden ignition may be slow to develop

4. FLAMMABLE SUBSTANCES AND EXPLOSIVE ATMOSPHERES

Where dangerous substances are present, DSEAR controls must be considered alongside general fire precautions. This includes zoning, ignition control, ventilation, storage, emergency procedures and worker information.

5. EMERGENCY RESPONSE

Workers must raise the alarm immediately, evacuate by the nearest safe route, go to the assembly point and not re-enter until authorised.

Post-incident learning should be used to improve both general fire precautions and specific work controls.

TRAINING AND COMPETENCE

Workers must know how to raise the alarm, where to go on evacuation, what local restrictions apply to hot work and how to report defects in fire precautions. Specialist hot-work activities require task-specific competence.

RECORDS AND DOCUMENT CONTROL

Fire risk assessments, permits, hot-work logs, fire watch records, alarm and drill logs, contractor briefings and corrective actions should be retained as required by law and company control.

MONITORING, AUDIT AND REVIEW

Monitoring should check blocked escapes, housekeeping, storage of flammables, permit compliance, reinstatement of fire systems after works and whether workers can explain the site fire arrangements.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- Current fire risk assessment / local premises controls
- Hot-work permits and fire-watch records
- Evidence of clear means of escape and fire system management during works
- Investigation records for any fire, smoke or alarm-related incident

OFFICIAL ONLINE SOURCES

- [Fire safety in the workplace - responsibilities](#)
- [Fire risk assessments](#)
- [Regulatory Reform \(Fire Safety\) Order 2005](#)
- [Fire safety law guidance for those with legal duties](#)
- [DSEAR - HSE overview](#)
- [HSE work process fire safety](#)
- [HSE process fire risks / hot work](#)
- [Safety risks from welding - fire watch guidance](#)

HEALTH SAFETY & WELFARE DETAILED POLICY PACK