

HEALTH & SAFETY NOTICE



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HEALTH & SAFETY AUDITS

1 Introduction

The way in which Vacman Cleaning Ltd manages health, safety and environmental issues is defined in the Company's Statement's of Safety and Environment Policies which is supported by the Manual of Safety.

Essentially Managers and Supervisor are responsible for health and safety at area and site level whilst the Managing Director has overall responsibility. The purpose of carrying out safety audits is to monitor site compliance with Company safety policy and to assess whether health and safety management has been integrated into mainstream management practices.

The Health and Safety Executive (HSE) has published guidance on the management of health and safety entitled ¹"Successful Health and Safety Management". This manual advocates the use of audit procedures as a mechanism for measuring health and safety performance within an organisation. In recognition of this advice departmental safety audits will be used as a management tool to enable senior management to assess the status of health and safety throughout the Company and provide them with the information to take any necessary action.

The value of safety audits is recognised by the Company and the requirement for carrying out audits is contained in the Company Safety Policy.

2 AIMS OF THE SAFETY AUDIT

2.1 The audit will attempt to assess the effectiveness of the present health and safety management procedures and provide the Management with feedback on the present organisation and arrangements.

2.2 The audit will identify strengths and aspects of Management procedures and systems that have contributed to a safe and healthy working environment.

2.3 The audit will identify areas where improvements in the management of health and safety are required to enable the Management to comply with Company policies and statutory obligations.

¹ HSE booklet HS(G)65, ISBN 0 7176 1276 7

2.4 The audit will conclude with recommendations providing Supervisors Managers with a framework for a management plan of action.

3 AUDIT PROCEDURE

The audit will be initiated and carried out by the Managing Director or nominated deputy. The Managing Director will then produce a written report detailing the findings. The frequency at which audits will be carried out is indicated in Appendix 1.

4 AUDIT PROTOCOL

The following protocol will be used when undertaking the audit:-

4.1 Area Supervisors will be requested to provide specific information and copies of documentation, e.g. safety handbook, health and safety rules, examples of risk assessments, internal inspection reports, consultation arrangements, health and safety training records and methods for communicating health and safety information.

4.2 The auditor will assess the documentation provided in 4.1

4.3 The auditor will interview Supervisors using the appropriate audit question set.

4.4 Using positive answers gained from the audit question set the auditor will select particular areas or subjects as part of the verification process.

4.5 The first draft of the audit report will be sent to Supervisors for comments.

4.6 Where necessary points of issue and accuracy will be discussed with Supervisors.

4.7 The final audit report will be kept at Head office and a copy will be available on the company website www.vacman.co.uk

5 AUDIT FREQUENCY

The schedule of audits is contained in Appendix 1. The interval between audits will be either 2, 3 or 5 years. These intervals are based on a perception of the level of risk for each site which has been categorised as either High, Medium or Low Risk.

6 THE AUDIT QUESTION SET

An audit question set will be devised for each site. The form of the question set is based on a package created specifically for the company and its activities in the cleaning sector. The question set used for each audit will be tailored according to the operations of the site. Appendix 2 provides examples of a typical question set for high risk and low risk sites. The question set for a medium risk departments may contain some or all of the questions. Question sets will be updated as legislation and audit experience dictate.

7 SAFETY INSPECTIONS

Supervisors & Managers are therefore advised that they should undertake an inspection of their site/area at least once a year. Examination of the reports of safety inspections forms part of the safety audit protocol described in section 4 of this policy.

Advice on carrying out inspections is contained in Appendix 3

APPENDIX 1 SCHEDULE FOR SAFETY AUDITS 2005– 2006

Schedule for Safety Audits for 2006

Area	Contract	Location	Site	High/Medium/ Low
Inverness	Scottish Water	Inverness	Torridon House	Medium Risk
Inverness	Scottish Water	Inverness	Henderson Dr Depot	Medium Risk
Inverness	Scottish Water	Inverness	Henderson Offices	High Risk
R&C	Highland Council	N Kessock	S-Bound PC	High Risk
R&C	Highland Council	N Kessock	N-Bound PC	High Risk
R&C	Highland Council	Dingwall	Ormidale Place	High Risk
R&C	Highland Council	Alness	Mitchell Lane	High Risk
R&C	Highland Council	Tain	Tain PC	High Risk
R&C	RJ Macleod	Dingwall	RJ Offices	Low Risk
Inverness	Arcadia Group	Inverness	Outfit – Retail Park	Med Risk
Skye	S& L Enterprise	Portree	Kings House	High Risk
Skye	S&SE	Kyle	Hydro Offices	Med Risk`
Skye	Gael.net	Portree	Sitekit offices	Low Risk
Lochaber	Visit Scotland	Fortwilliam	TIC	Med Risk
Lochaber	NTS	Glencoe	Visitor Centre	Med Risk
Lochaber	Highland Council	Mallaig	PC – High St	High Risk
Lochaber	Scottish Water	FortWilliam	Carrs Corner offices	Med Risk
Lochaber	Bear (Scotland)	Caol	Roads Offices	Low Risk
Aberdeen	Ryden	Aberdeen	Prospect Point	Med Risk
Aberdeen	5 th Ring Communication	Aberdeen	Chapel St	High Risk
Aberdeen	MoD	Aberdeen	Gordon Barracks	High Risk

Vacman Cleaning Ltd
Health & Safety Management System

Area	Contract	Location	Site	High/Medium/Low
Aberdeen	Ball Valves	Aberdeen	Altens	Med Risk
Aberdeen	Scottish water	Elgin	Offices & Depots	High Risk

**Schedule for Safety Audits for 2005-6
Appendix 2**

**EXAMPLES OF HEALTH AND SAFETY AUDIT QUESTION SETS FOR HIGH AND
LOW RISK SITES**

Introduction

Each of the questions in A and B below will be put to the Supervisors/Manager and the answer recorded as in the following example of format :-

1 HEALTH AND SAFETY RESPONSIBILITIES

1a Is the Supervisor/Manager aware of the Company health and safety policy?

Help: Question briefly on key elements of policy.

Response:

Y	N	X	?	%
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Verified by Auditor:

Y	N
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Notes:

Key: Y = Yes (=100%)
N = No (= 0%)
X = Uncertain (= 0%)
? = Not Applicable (no score)
% = 1-99%

A SITE: High Risk e.g. MoD rifle Range

1 HEALTH AND SAFETY RESPONSIBILITIES

1a Is the Supervisors/ Manager/cleaner aware of the Company health and safety policy?

1b Is the Supervisor/ Manager/Cleaner aware of his/her responsibilities in respect of health and safety?

1c Is the Supervisor/ Manager/Cleaner aware of the Company Manual of Safety?

1d Is the Supervisor/ Manager/Cleaner aware of the contents of the above manual and understands the reasons for circulating such a document?

2 SITE SAFETY MEETINGS

- 2a Does the location have a safety committee or forum where health and safety is discussed?
- 2b Does the committee have a formalised timetable of meetings for each year?
- 2c Are minutes or notes kept of discussions undertaken at each meeting?
- 2d Are all categories of staff represented at the meetings?

3 SITE SAFETY CO-ORDINATOR

- 3a Is there an identified senior member of staff to co-ordinate health and safety matters?
- 3b Does the Safety Co-ordinator meet the Managing Director on a regular basis?
- 3c Has the Safety Co-ordinator received any formal training on health and safety?

4 INSPECTIONS

- 4a Are safety inspections undertaken?
- 4b Are the members of the inspection team given or have sufficient authority to ensure identified hazards are controlled?
- 4c Do the inspections have a formal timetable?
- 4d Are inspection records maintained?

5 SITE RULES

- 5a Does the site have it's own health and safety policy statement?
- 5b Has the site identified significant hazards in respect of its activities?
- 5c Does the site have written rules and regulations relating to it's activities, e.g. a safety handbook ?

6 COMMUNICATION

- 6a Is relevant health and safety information circulated to all affected staff?

7 ACCIDENTS

- 7a Are all accidents and incidents recorded?
- 7b Are the causes of accidents investigated?
- 7c Are work related incidents of ill-health recorded and investigated?
- 7d Are all accidents and work related incidents of ill-health notified to the Managing Director?

8 TRAINING

- 8a Is health and safety training available for staff?
- 8b Is health and safety training available for trainees new staff members?
- 8c Is there a formal training programme for machinery and associated equipment?
- 8d Is there a formal training programme for students in the use of hazardous substances.
- 8e Do staff receive copies of site safety handbooks?
- 8f Is there a formal record of training kept for staff?

9 COMPLIANCE WITH LEGISLATION

- 9a Are staff aware of the legislation it has to work under?
- 9b Is there a system for carrying out general risk assessments?
- 9c Is there a system for circulating completed risk assessments to staff ?
- 9d Is there a system in place for undertaking and implementing COSHH risk assessments?
- 9e Have manual handling risk assessments been carried out?
- 9f Have display screen equipment and workstation assessments been carried out?
- 9g Are staff aware of the information sources for relevant health and safety legislation?
- 9h is there adequate first aid service in respect of its staff?
- 9i Does the site have appropriate contingency plans for spillage and other emergency situations?

9j Are there appropriate procedures for identifying and disposing of special waste?

10 SMOKING POLICY

10a Is the Company Smoking Policy being observed throughout the site?

11 TRADE UNION SAFETY REPRESENTATIVES

11a Are trade union safety representatives consulted in respect of health and safety?

12 ACCESS TO FACILITIES

12a Have times been designated when staff can learn about Health & Safety?

12b Are sites covered by safe systems of work with respect to hazardous activities and situations?

13 HAZARD CLASSIFICATION

13a Is there a system in place to assess the health and safety implications for new cleaning products, machines, equipment and/or processes?

14 AUDIT VERIFICATION

The audit will conclude with an inspection of the site. Safety sampling of particular or specific activities or systems may be undertaken to assess compliance and verify audit question answers.

B SITE: Low Risk, e.g. a predominantly office based site

1 HEALTH AND SAFETY RESPONSIBILITIES

1a Is the Manager/ Supervisor aware of the Company health and safety policy?

1b Is the Manager/ Supervisor aware of his/her responsibilities in respect of health and safety?

1c Is the Manager/ Supervisor aware of the company Manual of Safety?

1d Is the Manager/ Supervisor aware of the contents of the above manual and understands the reasons for circulating such a document?

2 SITE INSPECTIONS

2a Are site safety inspections undertaken?

2b Are the members of the inspection team given or have sufficient authority to ensure identified hazards are controlled?

2c Do the site inspections have a formal timetable?

2d Are inspection records maintained?

3 COMMUNICATION

3a Is relevant health and safety information circulated to all affected staff?

4 ACCIDENTS

4a Are all accidents and incidents recorded?

4b Are the causes of accidents investigated?

4c Are work related incidents of ill-health recorded and investigated?

4d Are all accidents and work related incidents of ill-health notified to the Managing Director?

5 COMPLIANCE WITH LEGISLATION AND COMPANY SAFETY POLICY

5a Is the site aware of the legislation it has to work under?

5b Is there a system for carrying out general risk assessments?

5c Is there a system for circulating completed risk assessments to staff?

5d Have manual handling risk assessments been carried out?

- 5e Have display screen equipment and workstation assessments been carried out?
- 5f Is the site aware of the information sources for relevant health and safety legislation?
- 5g Does the site provide adequate first aid service in respect of its staff?

6 SMOKING POLICY

- 6a Is the Company Smoking Policy being observed throughout the site?

7 TRADE UNION SAFETY REPRESENTATIVES

- 7a Are trade union safety representatives consulted in respect of health and safety?

8 AUDIT VERIFICATION

The audit will conclude with an inspection of the site. Safety sampling of particular or specific activities or systems may be undertaken to assess compliance and verify audit question answers.

Appendix 3

GUIDANCE FOR CARRYING OUT SITE INSPECTIONS

1 Introduction

The aim of site self inspection is for Managers/Supervisors to assess their own health and safety performance against set standards, the company Safety Policy and Manual of Safety. Self inspections can also be used as a tool for obtaining the necessary feedback information for evaluating health and safety performance at every level. The provision of this information is essential for sites to successfully manage health and safety.

2 Inspection Notes

2.1 Role of Supervisors & Managers

Managers/ Supervisors are responsible for health and safety within their own area/location. So far as inspections within their own spheres of responsibility are concerned, Managers/ Supervisors should ensure that the following points are implemented;

- a) ensure that inspection teams are appointed (and are offered appropriate training where necessary);
- b) staff time is allocated for members of the team to carry out inspections;
- c) inspections are completed on schedule;
- d) any remedial action is taken;
- e) records are kept of the inspections;

2.2 Inspection Team

Ideally the inspection team should be as small as possible, three or possibly four people should be considered the maximum. In a small site the inspection may be carried out solely by the Manager/ Supervisor. The Manager/ Supervisor should ensure that the team carries sufficient authority, is familiar with working practices and of any health and safety standards the site needs to meet.

2.3 Frequency of Inspections

The frequency of inspections should be based on an assessment of the risks in each site. Whatever the circumstances the gap between inspections should not normally exceed once a year.

2.4 Conduct and Reporting of Inspections

A basic checklist is included in these guidelines. The checklist can be tailored to suit site needs and specific activities. It may be appropriate for sites to construct their own checklists if this is felt to be necessary. Checklists should be reviewed from time to time to take account of recent or proposed developments in occupational safety and health.

The checklist must not be seen as a constraint on the inspection team from identifying other potential problems or hazards.

The length of time allocated to the inspection can be crucial in maintaining a good standard of observation and interest. Inspections should take no more than one and a half to two hours. It may be necessary to allocate time to discuss the inspections findings and the construction of the report. Inspections are not designed to provide a problem solving mechanism at the very instant a hazard or risk is identified. It may be appropriate to analyse a potential hazard during a post-inspection discussion. However action should be taken if there is an immediate risk to life or limb.

Please note that the whole site does not need to be inspected nor all the items included in the checklist be covered during each inspection. Selection of certain activities, priority lists and discussions on specific topics can be far more beneficial than a tedious "walk through" survey of the whole site. It is vital that enthusiasm and interest are maintained.

Appendix 3

3.1 STANDARD SITE SAFETY INSPECTION (High/Medium Risk)

Department: _____

Date: _____ Inspection Team: _____

		YES/NO	Action (if No)
A	PREVIOUS INSPECTION Date:		
1	Were appropriate and satisfactory actions taken following the previous audit? If no, give details and ongoing actions:		
B	SAFETY POLICY AND ACCOUNTABILITY		
1	Are all accidents, dangerous occurrences and work related incidents of ill-health reported?		
2	Are the causes of accidents, dangerous occurrences and work related incidents of ill-health investigated?		
3	Is there an accident report pad available?		
4	Is there a site safety committee and is its membership appropriate?		
5	If the answer to 4 is 'NO', is health and safety a standing agenda item at staff meetings?		
6	Are meetings held regularly?		

		YES/NO	Action (if No)
7	Are employees made sufficiently aware of safety procedures and their individual responsibilities?		
8	Are new employees made sufficiently aware of safety procedures and their individual responsibilities?		
9	Are Supervisors made sufficiently aware of safety procedures and their individual responsibilities?		
10	Are visitors made sufficiently aware of safety procedures and their individual responsibilities?		
11	Are non-Vacman staff made sufficiently aware of safety procedures and their individual responsibilities?		
12	Are safety procedures adhered to and corrective action taken if required?		
13	Is there a site safety handbook and is it regularly reviewed and updated?		
14	Are signed statements of receipt checked for return and appropriate action taken?		
15	Is there any appropriate and clear supervisory responsibility for each work areas?		
16	Are sufficient and adequate routine safety checks carried out by appropriate members of staff?		
		YES/NO	Action (if No)

17	Is the site safety inspection carried out annually?		
C	PROCEDURES		
1	Have general risk assessments been carried?		
2	Have manual handling assessments been carried out?		
3	Have display screen equipment assessments been carried out?		
4	Have Control of Substances Hazardous to Health (COSHH) assessments been carried out?		
5	Is there a system of circulating completed risk assessments to staff?		
6	Is all portable electrical equipment tested in accordance with the Company Policy?		
7	Are casual visitors and short-term workers given adequate safety instructions?		
8	Are external contract workers given adequate safety instructions?		
9	Are clear written instructions given in the handling/use of the following?		
	a) cleaning products		
	b) buffing machines		
		YES/NO	Action (if No)
	c) vacuum cleaners		

	d) carpet cleaners		
	e) super heated steam cleaners		
	f) scrubber driers		
	g) hazardous substances		
	h) lead (CLAW Regulations)		
10	Are new items of electrical equipment appropriately labelled?		
D	TRAINING		
1	Are staff provided with specific safety training where required?		
2	Do all new staff attend the induction/safety training?		
3	Is the standard of supervision satisfactory with regard to all operations within the site?		
E	ACCIDENTS AND INCIDENTS		
1	Are all accidents, dangerous occurrences and work related incidents of ill-health reported?		
2	Are the causes of accidents, dangerous occurrences and work related incidents of ill-health investigated?		
3	Is there an accident report pad available?		
F	FIRST AID		
1	Do staff know who is their nearest first aider?		

2	Is first aid equipment readily accessible?		
		YES/NO	Action (if No)
3	Do staff know where to obtain first aid materials?		
G	FIRE		
1	Is all fire fighting equipment annually maintained?		
2	Are all fire escape routes and exits kept free from obstruction?		
3	Are defects with the fire precautions reported for action. e.g. a fire door that does not close correctly?		
H	GENERAL		
1	Are the statutory requirements and codes of practice fully complied with in regard to storage, handling and use of flammable solvents?		
2	Is all electrical equipment used near such materials of designated type and maintained?		
4	Is all lighting, heating and ventilation adequate?		
5	Is the "No Smoking" policy adequately complied with?		

		YES/NO	Action (if No)
I	CHEMICAL & CLEANING PRODUCT SAFETY		
1	Are regulations relating to no smoking, eating and drinking in the workplace adhered to?		
2	Are drench showers and eye irrigation facilities adequate?		
3	Is the performance of the drench showers checked regularly and recorded?		
4	Is the availability of additional personal protection (range of gloves, safety goggles and full face visors, plastic aprons) adequate?		
5	Are hand washing facilities available?		
6	Are COSHH hazard labels readily available?		
		YES/NO	Action (if No)
7	Are COSHH hazard labels used?		
8	Are there adequate spill kits in appropriate places?		
9	Are containers of flammables adequately labelled and of suitable materials and construction?		
10	Are containers of flammables stored appropriately?		
11	Are gas cylinders suitably stored, constrained and ventilated?		
12	Are waste solvents and chemicals disposed of safely?		

13	Are "sharps" disposed of safely?		
14	Is the working space adequate for the number of cleaners?		
15	Are the cleaners stores kept clean and tidy with no obstructions?		
16	Are the first aid facilities appropriate and adequately maintained?		
17	Are COSHH procedures being correctly followed (random check?)		

J	OFFICE SAFETY		
1	Is the area free from tripping hazards?		
2	Is the standard of housekeeping satisfactory?		
3	Are there sufficient metal waste bins that are regularly emptied?		
4	Are general environmental conditions (eg lighting, heating and ventilation) satisfactory?		
5	Has the portable electrical equipment been tested and properly labelled?		
6	Do VDU operators have satisfactory working conditions?		
7	Is the Company's Smoking Policy being observed?		

Appendix 3

3.2 STANDARD SITE SAFETY INSPECTION (Low Risk)

Department: _____

Date: _____ Inspection Team: _____

		Yes/No	Action (if No)
A	ORGANISATION		
1	Is there a copy of the Company Safety Policy?		
2	Is the Safety Policy accessible to staff?		
3	Is there an up to date copy of the Manual of Safety or are all members of staff aware of how to access the Manual on the Web?		
4	Is the Manual of Safety brought to the attention of staff?		
5	Are new sections to the Manual of Safety brought to the attention of staff?		
6	Does the Site Manager/Supervisor Head of Department accept responsibility for the management of health and safety matters under his/her control?		
7	Is there a site safety officer or person with delegated responsibility who has adequate authority to play an effective role in site safety?		
8	Is there a site safety committee?		
9	If the answer to 8 is 'No', is health and safety a standing agenda item at staff meetings?		

		Yes/No	Action (if No)
10	Does the Manager/ Supervisor or his/her delegate carry out regular health and safety inspections?		
11	Are inspection records maintained?		
12	Has all 'action' from previous inspections been carried out?		
B	PROCEDURES		
1	Are all accidents, dangerous occurrences and work related incidents of ill-health reported?		
2	Are the causes of accidents, dangerous occurrences and work related incidents of ill-health investigated?		
3	Is there an accident report form available?		
4	Have general risk assessments been carried out?		
5	Have manual handling assessments been carried out?		
6	Have display screen equipment assessments been carried out?		
7	Have Control of Substances Hazardous to Health (COSHH) assessments been carried out?		
8	Is all portable electrical equipment tested in accordance with the Company Policy?		
9	Is there a system of circulating completed risk assessments to staff?		

		Yes/No	Action (if No)
C	TRAINING		
1	Are staff provided with specific safety training where required?		
2	Do all new staff attend the Company's induction/safety training?		
3	Is the standard of supervision satisfactory with regard to all operations within the site?		
D	FIRST AID		
1	Do staff know who is their nearest first aider?		
2	Is first aid equipment readily accessible?		
3	Do staff know where to obtain first aid materials?		
E	FIRE		
1	Is all fire fighting equipment annually maintained?		
2	Are all fire escape routes and exits kept free from obstruction?		
3	Are defects with the fire precautions reported to the Portree office for action. e.g. a fire door that does not close correctly?		

		Yes/No	Action (if No)
F	OFFICE SAFETY		
1	Is the area free from tripping hazards?		
2	Is the standard of housekeeping satisfactory?		
3	Are there sufficient metal waste bins that are regularly emptied?		
4	Are general environmental conditions (eg lighting, heating and ventilation) satisfactory?		
5	Has the portable electrical equipment been tested and properly labelled?		
6	Do VDU operators have satisfactory working conditions?		
7	Is the Company's Smoking Policy being observed?		