



NFU Mutual

Risk Management Services Limited

TENANT'S HANDBOOK

for

KINGSCLERE ESTATES LIMITED



Pitt Hall Farm
Pitthall, Kingsclere Road
TADLEY
RG26 5RJ

Foreword

Dear Tenant,

This Handbook has been prepared so you are familiar with general Health and Safety Management and Procedures. It has been designed to be informative and interesting and hope you will read it with care.

This handbook is not a definitive Health and Safety document, but intends to outline some of the key safety obligations in particular those that affect other tenants and visitors.

Kingsclere Estates Limited is committed to providing a safe and healthy place of work. However, this can only be achieved with your help. This is why we are asking you to bring any safety related concerns to our attention in order that we can work together to address issues and create a Safe and Healthy working environment for everyone.

As you will see from HSE statistics, the workplace can be a dangerous place. We are all at risk directly or indirectly from careless habits and bad practices that is why we are developing some safe working procedures and management systems to make these premises as safe as is practicable.

The most important message is that you and your workers should never attempt a job for which you are not trained and competent to perform safely.

Please do not hesitate to bring to the attention of Kingsclere Estates Limited any matter or idea that you believe will improve Health and Safety or raise any questions that you may have.

We wish everyone a successful and safe business and hope you will join together with Kingsclere Estates Limited and your neighbouring tenants to make these premises a pleasant and safe place to work.

Yours sincerely,

Tim May

Kingsclere Estates Limited

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Health and Safety Policy

Every business is required by the Health and Safety at Work etc. Act 1974 to have a policy for the Health and Safety of staff and others who may be affected by your work.

Your policy is a commitment to ensure that all reasonable steps are taken to

- safeguard the health, safety and welfare of all staff when they are at work
- protect non-employees from any hazard created by your work operations

To meet these responsibilities, you will adopt safe working practices, and monitor and develop them in order to promote the highest practicable safety standards. **ALL** workers are required to be involved in achieving these objectives.

A copy of your Health and Safety Policy should be provided to each worker. You should ask them to read it carefully.

Businesses with four or less workers, whilst not a written legal requirement to have a formal written policy, are advised to produce a written Policy as otherwise proof of existence of the Policy and Arrangements will be very difficult. In addition a good policy will help clarify organisation, responsibilities and ownership, and improve the running of your business.



Supervision

All staff at your workplace should be shown your the Health and Safety Policy.

The overall and final responsibility for Health and Safety in your business should be the owner or the person in overall control. Suitable and sufficient supervision should be provided. The level of supervision should be dependant on the nature of the work, the risk involved and the competence of the worker.

Remember that young persons (under 18 years of age) are at higher risk of accident and injury and should be subject to a probation period including a higher level of supervision than experienced workers.



General Conduct

Your staff should be made aware that failure to comply with your Health and Safety requirements may lead both to disciplinary action by the business or prosecution by the Health and Safety Executive (HSE).

You should be reminding employees, that they have legal duties under the Health and Safety at Work etc. Act 1974. In particular:

- They must take reasonable care for your own Health and Safety and that of others who may be affected by their acts (what they do) or omissions (what they fail to do) at work.
- They must co-operate, so far as is necessary, on Health and Safety matters to enable any duty or requirement imposed on the business to be performed or complied with.
- They must not intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare. This includes horseplay, vandalism or theft.

If there is a serious breach of Health and Safety or similar problem they should be informed that they could be asked to leave the site immediately for the safety of themselves and other people.



Risk Assessments

To better manage Health and Safety, the risks to Health and Safety arising from work need to be constantly assessed.

Risk assessment seems a complicated term but remember - every time you cross the road, you do a risk assessment. What's the risk? Is it safe to cross? If not, what should I do, go and find a zebra crossing or foot bridge?

Risk assessment involves studying the work activities and deciding what could cause harm and to whom. Consideration is then given to the *likelihood* or *probability* that harm could occur. The final parts of the process are to identify the precautions already in place and any extra precautions needed in order to reduce the likelihood of harm occurring.

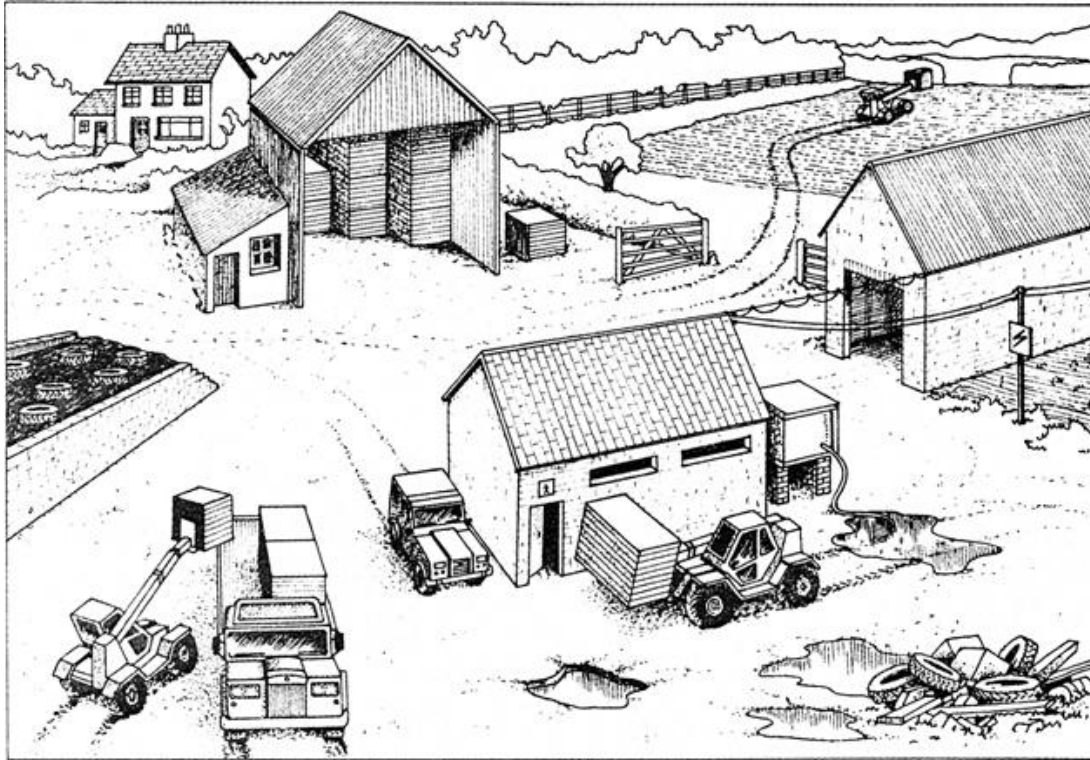


All of a sudden the other side of the road seems less appealing!

- Anything that could cause harm (injury or ill-health) is referred to as a **HAZARD**
- The probability that someone will be harmed by a hazard is called the **RISK**

For example electricity is a hazard that could cause you harm, for example, an electric shock. The probability that you will be harmed is low because the electrics are encased and in good condition. Precautions in place include a fuse and double insulated cables. Important additional precautions include regular inspections, trained experienced users, instruction not to use in wet conditions.

Staff are usually best placed to understand the hazards associated with the work activities they perform. Therefore, **it is essential that your staff are involved in the risk assessment process.**



Each business must produce a number of Risk Assessments and Safe Working Procedures associated with the more dangerous activities undertaken. Your workers **must** familiarise themselves with those documents as the information contained within them is important to ensuring their Health and Safety at work. In addition, workers should be encouraged to come forward with any comments or ideas how to improve safety further, by speaking with their management.

A copy of your risk assessments should be provided to your workers. They should be asked to read them carefully, especially any the risk assessments that are specific for a workers work activity.

Prosecution

It is a legal requirement for every employer and self-employed person to make an assessment of the health and safety risks arising out of his work. *Regulation 3 of the Management of Health and Safety at Work Regulations 1999.*

If you are responsible for 5 or more workers the assessment must be in writing or you risk prosecution and in the event of serious injury your risk significant fines if you are found not have a risk assessed the task or activity.



Hazardous Substances



YOU MUST NOT handle or use any chemicals, substances or materials unless you have been trained and authorised to do so.

ALWAYS read and follow the label or hazard sheet for the substance you are about to use.

Hazardous substances are not limited to manufactured chemicals, solvents, oils and grease, etc. They also include substances such as fumes, dust, and infectious organisms. Contact with certain foods can give allergic irritant reactions and bugs caught from food or food waste can cause various illnesses in humans.

Below are some common warning symbols you will find on the labels or data sheets.



COSHH ASSESSMENT



As required by the Control of Substances Hazardous to Health (COSHH) Regulations, you have to produce an assessment of the risks from hazardous substances for your business.

General advice on precautions when handling or working with substances is given below. If you are unsure about any aspect of Health and Safety relating to hazardous substances – ask.



All hazardous substances should be kept in original packaging and labels referred to before use. All substances must be used in accordance with the makers' instructions and stored securely when not in use. **NEVER leave substances lying around unattended.**

All workers must act in such a way to avoid causing pollution and to protect the natural environment and other people.

Kingsclere Estates Limited requests that all tenants provide a copy of your list of Hazardous chemicals.

Each Tenant to communicate to Kingsclere Estates Limited any significant chemical risks and any large quantities of Hazardous material.

Theft or spillage of dangerous materials, which may affect workers, members of the public or the environment, should be reported immediately to Tim May, or a full-time member of the Estate staff.

Emergency spillage arrangements can be found in the Appendix

C.O.S.H.H

(Control of Substances Hazardous to Health)

General precautions to be observed when handling or working with substances.

The Health and Safety at Work Act requires employees to conduct themselves in a manner which will ensure their own safety and that of their fellow employees.

The following general precautions should be observed when handling or working with substances.

1. **Read the appropriate Hazard Data Sheets before use and any warning labels on containers.**
2. **Make sure you are familiar with warning symbols.** The chart below illustrates some of the warning symbols that you are likely to encounter:



These symbols have been designed to give you instant recognition of potentially harmful or dangerous substances.

3. **Do not swallow substances or breathe fumes or dusts.** Should this happen accidentally, obtain medical advice immediately.
4. **Do not smoke near any substances** especially those which are flammable or oxidising.
5. **Take care when opening containers,** some materials are quite volatile and it is possible that a slight pressure may build-up in the container. Always wear suitable eye/face protection.
6. **Do not 'sniff' substances. It is an extremely dangerous practice that can cause serious damage to your health.**
7. **Store all substances away from sources of heat** particularly those which are marked flammable or oxidising.
8. **Clean up any spillages immediately,** using the recommended procedure.
9. **Wash you hands both before and after using the toilet.**
10. **If any substances are splashed in the eyes, irrigate thoroughly with clean water for twenty minutes.** If you are not sure whether the product is dangerous to the eyes – do it anyway! Obtain medical advice as soon as possible.
11. **If any substances are splashed on the skin, wash with soap and water** unless specific instructions to the contrary are given. Many solvent-based materials and detergents will remove the natural oils from the skin. If continuous contact is unavoidable, wear protective clothing and gloves. The use of properly constituted creams and cleansing compounds can help replace the natural oils in the skin.
12. **Do not use solvent type materials in confined spaces** unless provision is made for forced ventilation.
13. **Should a person be overcome by fumes of any nature remove to fresh air,** keep warm and obtain medical aid as soon as possible.
14. **Do not eat or drink in or near to areas where substances are being used.** (Not even sweets).
15. **Always wash your hands before eating or drinking.** Remember you may have splashes of substances on your protective clothing which can easily transfer to your hands. Remove protective clothing before washing hands.
16. **Protective clothing should be cleaned and inspected regularly**
17. **Many of the above precautions are essentially common sense but Do not allow familiarity to breed contempt.**

If you are in any doubt – Ask!



Training

By law, workers **MUST** be given suitable information, instruction and training regarding Health and Safety at work. This is to enable them to work safely for the benefit of themselves and others. As such, suitable training must be provided to all staff, as deemed necessary, and refresher training arranged at suitable intervals.

You should tell workers:

“If you do not understand any matter relevant to Health and Safety at work, or consider you have not received adequate information, instruction or training, you must report the matter to you Manager”

If they change jobs it is essential they receive more information, instruction and training to enable them to continue to work safely.

Tell them:

NEVER operate machinery or equipment unless you have been provided with adequate training, instruction and information regarding the safe use of that equipment **AND** have been authorised to do so.



Managing Contractors and Visitors

You have a duty to ensure the safety of all visitors to your premises such as customers, any visitors, business visitors, contractors and others who could be affected by you.

It should be recognised that contractors could be exposed to risks on your premises, and that they can also bring additional risks onto the site. In the case of significant risks being introduced by contractors Tim May must receive notification in advance.

It must be your policy to only bring competent companies to your premises. If you see a contractor behaving in a way that poses a danger to themselves or others, you must stop them and report the matter to their head office and to Tim May.

You should remind your workers: **NEVER** interfere with the work of a contractor or offer to assist them unless authorised to do so and instructed to do so.

Non employees / business visitors should have to report to a member of your staff to be given information on any risks and to ensure adequate provision is made for their supervision.

No children are allowed to be unaccompanied on the premises; there are no public rights of way. Children coming to the premises to visit the shops, or with tenants, must be accompanied and controlled at all times. In addition LADD policy is that barriers and signs should be used to exclude unauthorised persons (including children) from areas when necessary or appropriate to do so.

If you find children unaccompanied on the site, you should politely ask them to rejoin their guardians, or to leave. The matter should be reported to Tim May, or one of his site supervisors.



Authorised Tasks

The following tasks must only be carried out by specifically authorised persons, who have successfully completed a formal training course or trained in-house. This is because the tasks are either potentially hazardous or legislation demands authorised persons only:



- USE OF A CHAINSAW
- OPERATING THE TELESCOPIC LOADERS, TRACTORS, 360, ETC.
- WORK AT HEIGHT; INCLUDING USE OF LADDERS AND WORKING PLATFORMS
- HANDLING CHEMICALS

Serious accidents can result when persons undertake tasks for which they are not trained - as in the photograph above which shows a common place chainsaw injury. This type of injury typically occurs due to chainsaw "*Kickback*", common causes being: lack of training, lack of knowledge of the risks and poor technique.

The appropriate class of licence for driving vehicles must be held and only your specifically authorised workers should be permitted to drive. You should keep copies of relevant licenses / training certificates as you may be asked to produce record on request.

**Only use equipment and machinery that
you are competent and
AUTHORISED to operate**



IF IN DOUBT ASK !



Work Equipment



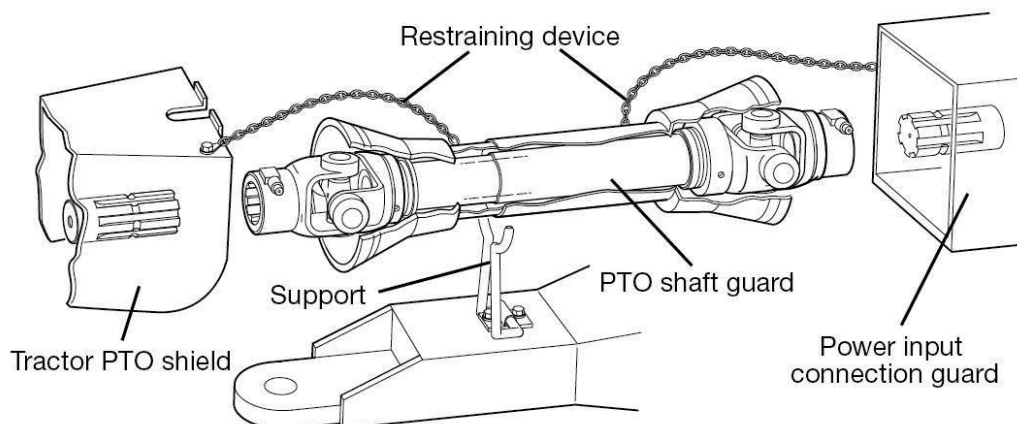
YOU AND YOUR WORKERS MUST NOT USE any machinery or equipment unless you are authorised and are trained in its safe operation.

When using machinery or equipment **YOU MUST** conform with all safety requirements including those relating to PPE (personal protective equipment), use of safety guards and safe operation – follow your training.



Any defects noted to machinery or equipment must be immediately reported to assess the damage and arrange for the equipment to be taken out of action and repaired or replaced. To use defective machinery is a breach of regulations and you could face disciplinary action.

Power Take Off, e.g. Tractors and attachments



PTO entanglement accidents can include broken bones, severed limbs and fatality. Good guarding is vital, but all equipment operators must be aware of hazards and make safety a part of their normal behaviour. The following guidelines should help prevent PTO entanglement:

- Dress for safety. Wear **close fitting** clothes and keep long hair covered. Baggy coats and long boot laces can easily be grabbed by rotating parts
- Always disengage the PTO, shut off the engine and **remove the keys** before leaving the tractor seat.
- Check frequently to confirm that PTO guarding is in good condition (with the PTO stopped)
- Never step across a running PTO shaft even guarded.

Inspection

It is a legal requirement that lifting equipment, for example, telehandlers, forklift trucks and accessories, **are subject to a thorough examination every twelve months**. Every six months for equipment and accessories used for lifting persons.

The law also requires that air receivers in excess of 250 bar litres are subject to a written scheme of examination (WSE) and thorough examination.

Vulcan Inspection Services tel. 01789 202539 are certified to produce written schemes of examination and carry out inspection. They are competitively priced and will ensure the schedules are appropriate for your particular business, risks and environment.



Lifting Equipment

A telescopic handler or forklift truck may only be operated by staff that have attended the relevant training course and achieved certification and have been authorised by your business.

Any safety features fitted e.g. flashing beacons and reversing alarms, must be kept in good working order and any defects reported immediately to Management.

Always travel at a steady speed consistent with the site and load conditions. Do not accelerate, brake or turn violently. **Remove keys from ignition when left unattended.**

Transport the load as close to the ground as is possible and ensure good visibility at all times.

Beware of other personnel and plant in your working area. Sound the horn to warn others of your approach.

Never suspend loads over people and make sure the area is clear before lifting, also check for height of any opening such as the roller shutter doors.

ONLY lift people using an authorised platform

SERIOUS INJURY IS ASSURED WHEN YOU LIFT PEOPLE WITH IMPROVISED MEANS. IT IS ALSO ILLEGAL AND IN THE EVENT OF ACCIDENT OR INSPECTION LIKELY TO LEAD TO PROSECUTION FOR THE WORKER AND THE EMPLOYER.

In the event of injury / HSE investigation and prosecution fines of up to £5000 may be levied for each offence (non compliance to a legal duty).

Similarly, other mechanical handling aids should only be operated by staff who are competent, and have been given adequate training and instruction. This includes also pallet trucks.



Transport Safety

ONLY people who are suitably trained and experienced, and who hold the relevant license, are permitted to operate the workplace vehicles.

- All vehicles must be regularly serviced and maintained.
- Every effort must be made to segregate vehicles and pedestrians across the site.
- A banksmen must be used where necessary

All vehicle operators must be reminded to remain especially vigilant to the likely presence of pedestrians and especially children.

Seat-belts must be worn at all times and especially off-road where there is a risk of overturn for example uneven terrain. Wear a seat when operating a forklift truck including when stationary but moving loads.

If you experience any issues or problems with a vehicle, report it to management or the vehicle owner.





Child Safety and Workplace Vehicles

Vehicles are recognised as being the most significant cause of workplace fatalities. Children are vulnerable due to immaturity, lack of experience, distraction and an inability to foresee and assess risk correctly.



When staff bring children to work whether for a few minutes or a few hours, **it is vital that the child is supervised at all times**. A workplace, to young people, may look like a giant adventure playground, but can be extremely dangerous.

Putting children at risk by bringing them to a workplace and failing to supervise leads to injury - possibly death. You can and must do everything possible to protect children in the workplace. Failure to do so, aside from the injury and suffering, is likely to result in criminal prosecution usually under the Health and Safety at Work etc. Act 1974.

1. Tenants are reminded to **supervise** children in their charge at all times.
2. Wherever possible **remove the need for reversing**. Where reversing is unavoidable, organise to minimise the need for reversing.
3. It is compulsory that drivers **leave their cab and check behind** the vehicle before reversing when they cannot see behind the vehicle.
4. Ensure visiting drivers are **briefed and familiar with the layout** of the workplace, and with any site rules, either prior to arrival or met upon arrival.
5. Ensure people who do not need to be in reversing areas are **kept well clear**.
6. **Use a trained signaller** (a banksman) where necessary, to keep the reversing area free of pedestrians and to guide drivers. Ensure your banksman: is visible to drivers at all times, stands in a safe position, wears a reflective vest, uses a clear, agreed system of signalling (take into consideration foreign drivers).
7. All vehicles / machinery should be fitted with external side-mounted and rear-view mirrors. These need to be kept clean and in good repair. Refractive lenses fitted to rear windows or closed-circuit television systems can be used to help drivers to see behind the vehicle. 'Sensing' and 'trip' systems are also available.
8. Reversing alarms and flashing warning lights should be fitted.



Fire Safety

As an employer and building occupier you are required to carry out and maintain a **Fire Safety Risk Assessment**. This is under the Regulatory Reform (Fire Safety) Order 2005, which applies in England and Wales.

You need to make sure that, based on the findings of the assessment, you take adequate and appropriate fire safety measures to minimise the risk of injury or loss of life in the event of a fire.

More information and guidance can be found at
<http://www.communities.gov.uk/fire/firesafety/firesafetylaw/>

The assessment should examine whether current fire safety arrangements are adequate, e.g. assess the inception hazards, contributory hazards, the provision of fire fighting equipment and emergency arrangements.

If you discover a fire:

- ➔ Raise the alarm by shouting **Fire! Fire! Fire!**
- ➔ Remove any persons from the immediate vicinity of the fire
- ➔ Do not stop to collect personal belongings.
- ➔ Go to the Fire Assembly Point which is located in the Folly Farm Car Park.
- ➔ You must phone 999 and ask for the Fire Brigade.
- ➔ Where authorised isolate the electrics and fuel and if safe and you are trained to, proceed to tackle the fire.
- ➔ Under no circumstances are staff encouraged to put themselves at risk to tackle a fire. The primary concern must be to personal safety.





On hearing the fire alarm:

- ➔ Leave the building by the quickest available route.
- ➔ Go to the Fire Assembly Point which is located in the main yard
- ➔ Do not leave the assembly point until told to do so by the person in charge.
- ➔ Do not return to the building until told to do so by the person in charge.



Only attempt to extinguish a fire if you have been trained and where there is no risk of injury either from the fire, toxic gases and fumes produced or the structural failure of the building. Ensure you have a clear emergency exit at all times.

When attempting to extinguish a fire ensure you use the appropriate type of fire extinguisher for the specific type of fire as shown overleaf. Suitable and sufficient fire extinguishing appliances are provided around the premises which are serviced annually by our contractors.

Type of Extinguisher	Colour Code	Type of fire	Do Not Use
Water		Should only be used on ordinary combustibles: Wood, Paper, Textile	Never on live (or potentially live) electrical equipment.
Foam		Particularly suited to Petrol and Diesel fires . Also oils and ordinary combustibles: Wood, Paper, Textile	Never on deep fat fryers or chip pans.
Dry Powder		Can be used on Electrical equipment (power should be disconnected if possible) Also Flammable Liquids and Gases	Do not use in confined spaces. Does not cool fire – Risk that the fire can reignite.
CO₂		Most effective on Electrical fires (power should be disconnected if possible) and Flammable Liquids	

Used fire extinguishers **MUST NOT** be returned to their location until they have been recharged.

NEVER remove a fire extinguisher without authorization.

REPORT any fires, no matter how small, and any missing fire extinguishers or issues or concerns to Tim May.

Remind every one that misuse and hindrance of access to a fire extinguisher will be treated seriously.

BEWARE!

- ➔ FIRST before starting to fight even the smallest fire; ensure the alarm has been raised.
- ➔ Take up a position where access to the fire is unrestricted and where a quick and safe retreat is possible.
- ➔ Crouching will help you keep clear of smoke, avoid heat and allow a closer approach to the fire.
- ➔ Always ensure that a fire is completely extinguished and not liable to re-ignite or continue smouldering.

How to Use a Fire Extinguisher

DO NOT attempt to extinguish a fire (or continue to fight a fire) if:

- ➔ there is a risk of personal injury
- ➔ there is a possibility that your escape route may be cut off by the fire, smoke or collapse of the structure
- ➔ the fire continues to grow in spite of your efforts
- ➔ there are potential explosive sources (e.g. gas cylinders) threatened by the fire

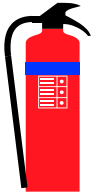
WATER



Suitable for most fires except those involving electrical equipment or flammable liquids.

- Direct the jet at the **base of the flame** and keep it moving across the area of the fire.
- Look for any 'hot spots' after the main fire is extinguished
- A fire spreading vertically should be attacked at its lowest point and followed upwards.

DRY POWDER



Suitable for fires involving electrical equipment or flammable liquids.

- On fires involving either liquids in containers or spilled liquids, direct the jet (or horn) towards the near edge of the fire. With a **rapid sweeping motion, drive the fire towards the far edge** until all the flames are extinguished.
- On fires involving flowing liquids, direct the jet (or horn) at the base of the flames and sweep upwards.
- On fires involving electrical equipment, switch off the current and then direct the jet (or horn) straight at the fire.
- Where the equipment is enclosed, direct the jet (or horn) into any opening which will allow penetration of the interior.
- When the fire appears to be extinguished, shut-off the discharge and wait until the atmosphere clears. If any flame is still visible, discharge again.

CARBON DIOXIDE



Suitable for fires involving electrical equipment and flammable liquids.

- Method of operation same as for dry powder.
- CO₂ extinguishers **should NOT be used in confined spaces** where there is a danger that the fumes may be inhaled.
- **DO NOT HOLD THE HORN** since it becomes extremely cold during use.

FOAM



Suitable for most fires involving flammable liquids, apart from cooking oil fires.

- Where the liquid on fire is in a container, **direct the jet at the inside edge** of the container or at an adjoining vertical surface above the level of the burning liquid. This breaks the jet and allows the foam to build up and flow across the surface of the liquid to smother the fire.
- Where this is not possible, stand well back, direct the jet with a gentle sweeping movement, allow the foam to drop down and lie on the surface of the liquid.
- **Do not aim the jet directly into the liquid** as this will drive the foam beneath the surface and render it ineffective. Also, it may cause the fire to 'splash' and spread.

WET CHEMICAL



Specifically for use on fires in deep fat fryers. **DO NOT USE** on fires involving electrical equipment.

- Turn off the source of heat if safe to do so.
- Hold the lance at arms length, well above the fire and with the nozzle at least 1 metre away from the fire.
- Even if the fire appears to go out quickly, discharge the entire contents of the extinguisher.



No Smoking



Smoking, matches and cigarette butts, have been a major cause of fires often through incorrect disposal especially when near flammable materials. In addition, smoking near other people can cause passive smoking ill health and near food causes hygiene and contamination issues.

As such, all staff and visitors are required to follow the **No Smoking Policy**, which prohibits smoking in ALL buildings.

Smokers should be reminded to make sure all cigarettes and the like are properly extinguished.

Since July 2007 the law has made smoking in all '*workplaces*' illegal. The No Smoking in workplaces includes all company vehicles e.g. flatbeds, transits, 360 diggers, tractors, etc.

Signs in buildings and vehicles are a legal requirement – do not remove any.

PENALTIES AND FINES

Not complying with the law is a criminal offence.

Failure to display no-smoking signs: A Court fine up to £1000 imposed on whoever manages or occupies the smokefree premises or vehicle or, a fixed penalty notice of £200.

Failing to prevent smoking: A Court fine up to £2500 imposed on whoever manages or controls the smokefree premises or vehicle.

Smoking in premises or work vehicles: A Court fine up to £200 imposed on the person smoking or, a fixed penalty notice of £50.



Emergency Procedures

Please familiarize everyone with the written emergency procedures, setting out the action to be taken in the event of Fire and other Emergencies.



FIRE:

ENSURE YOUR OWN SAFETY AT ALL TIMES

- ➔ Raise the alarm, dial 999 where necessary and inform **your manager** and/or **Tim May**
- ➔ Commence the evacuation
- ➔ Attack the fire if safe to do so and you have received training

CHEMICAL OR FUEL SPILLAGE:

ENSURE YOUR OWN SAFETY AT ALL TIMES

- ➔ Inform **your manager** and/or **Tim May** and call for assistance
- ➔ Take immediate action to stop the spillage - if possible, and safe to do so
- ➔ Contain spillage - if safe to do so, and only if
 - you have the necessary and appropriate PPE
 - appropriate equipment
 - and have received relevant training
- ➔ Commence the clear up of spillage using the appropriate spill kit available.

Emergency Contacts

Name	Office Tel.	Out of Hours Tel.
Tim May, Kingsclere Estates	01256 850221	07855 013005

Full list Emergency Contact Details can be found in the Appendix



First-Aid Arrangements

You should provide first-aid kits on your premises, and in your road going vehicles.

Regulation requires your business to have a named *Appointed Person* for First Aid.

The appointed person or delegated to another staff member should be named and responsible to look after the first-aid materials, replacing any used and maintaining a record of accidents and incidents.

Equipment and surfaces contaminated with blood or bodily fluids of anyone regardless of medical status should be immediately cleaned with an appropriate disinfecting agent such as Dettol. Disposable surgical gloves should be used. All contaminated materials should be placed in a sealed plastic bag and disposed of as medical waste.



The nearest first aid

box is situated

person in charge

Have all injuries, however slight, properly attended to.

Emergency First Aid

Take care not to become a casualty yourself whilst administering first-aid. Use protective clothing and equipment where necessary.

Send for help immediately. If an ambulance is required arrangements should be made for it to be directed to the scene without delay.

Call a first aider. If a first aider is not immediately available in an emergency then the following guidelines may be followed:

PROBLEM	ACTION TO TAKE
Bleeding	Control the bleeding by applying pressure to the wound with your hand or a clean cloth. Raising the bleeding limb (unless it is broken) will help reduce the flow of blood. Dressings should not be applied by anyone other than a qualified first aider or emergency services.
Suspected broken bones	Do not remove the casualty unless he/she is in a position which exposes him to immediate danger.
Burns and scalds	Do not remove clothing sticking to the burns or scalds or blisters. If burns or scalds are small, flush with plenty of clean, cool water then see a first aider. If burns are large or deep send the casualty to hospital immediately.
Chemical burns	Avoid contaminating yourself with the chemical. Remove any contaminated clothing that is not stuck to the skin. Flush with plenty of clean, cool water until help arrives. Send the casualty to hospital with details of the chemical involved.
Eyes	For loose foreign bodies in the eye, wash out with clean cool water. For chemicals in the eye, wash out the open eye continuously with clean, cool water for 10-15 minutes. People with eye injuries should be taken to hospital with the eye covered with an eye pad.
Electric shock	Do not touch the casualty until the current is switched off, stand on some dry insulating material and use a wooden or plastic implement to free the casualty from the electric source. If breathing has stopped, start mouth-to-mouth breathing and continue until casualty starts to breathe by himself/herself, until professional help arrives or you are physically exhausted.
Gassing	Use suitable protective equipment. Move casualty to fresh air. If breathing has stopped, start mouth-to-mouth breathing and continue until casualty starts to breathe by himself or until professional help arrives. Send to hospital with a note of the gas involved.
Unconscious patients	If the patient is unconscious and not breathing carry out artificial respiration. If breathing, place in the recovery position. Keep the casualty warm and covered
Minor injuries	Casualties with minor injuries may wash their hands and apply a small sterilised dressing from the first-aid box.

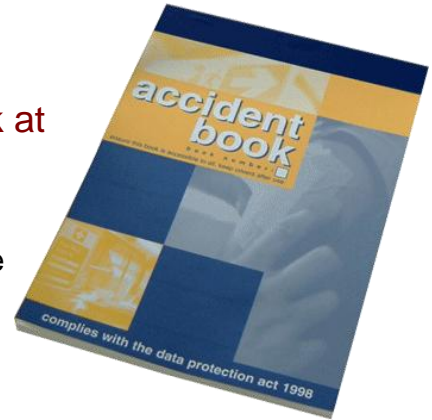


Accident Reporting

ALL accidents or incidents must be reported **IMMEDIATELY** to the site manager who should in turn send information to Tim May.

Regulation requires you to have an Accident Book at your premises.

For any accident, ensure that the details are entered in the Accident together with details of any witnesses. It should be a data compliant book and make sure you tear out the sheet and store it in your files.



Management may have to complete a RIDDOR report (Notifiable accident report), it is in everybody's interest to co-operate, providing full details. Not reporting or incomplete reporting can result in prosecution for the individuals involved and the business.



Working at Height

Falls from height is one of the highest causes of fatal injuries. Typical accidents include falls from: ladders; step ladders etc. and falls from (or through) roofs.



Picture: Alan Hind, of Carlisle, fell six meters in Feb 2008. He suffered: 16 skull fractures, his jaw was broken in 3 places, damaged kidney, left eye permanently blinded, loss of hearing right ear and permanent brain damage.

DO NOT allow any work at height unless the person is trained and competent and then authorised to do so. Only use equipment is suitable and for which they are trained to use.

Check all ladders, step ladders and kickstools before use. NEVER climb on furniture. Do not use domestic grade ladders at work.

Some working at height is particularly dangerous, such as working on fragile roofs, erecting scaffolding, changing high reach lighting etc., and only trained and experienced workers may carry out this work.

NEVER leave ladders lying around where unauthorised persons may have access to them.

Before attempting ANY work at height always consult management to establish what Safe Working Procedures apply.



Lone Working

Every effort should be made to avoid staff lone working with high-risk work. Plan ahead for occasions where you find yourself working alone or in remote areas when out and about undertaking driving activities for company business.

In an attempt to reduce the associated risks, the following precautions should be taken:

- ➔ Carry a mobile phone and keep it within easy reach
- ➔ Notify somebody of your whereabouts, and what time you expect to return

Under **no circumstances** should lone workers undertake the following:

- ➔ working at height
- ➔ entry into a confined space
- ➔ using dangerous equipment e.g. using a chainsaw



Consultation with Employees

Effective communication between staff and management is recognised as being key to the success of our Health and Safety management system. You should be committed to encouraging communication related to all **Health, Safety, Welfare and Environmental** matters. Your Health and Safety documents should state the following:

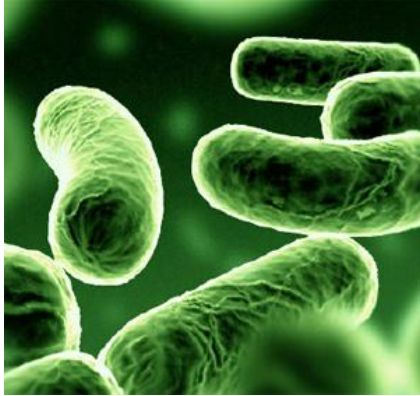
“WE WELCOME HEALTH AND SAFETY COMMENTS FROM ALL STAFF AND ANY VISITORS”.

Every business should consider having a Safety notice board with relevant information displayed.



Occupational Health

If anyone thinks something at work may be making them ill or making an existing health condition worse, they should be informed to tell their doctor and their manager.



Early diagnosis of an illness caused by work can often help recovery and may stop other people becoming ill.

Ill health at work can often be prevented, so it is important staff speak up if they have any work-related health problems. In addition, the law requires some illnesses caused by work to be RIDDOR reported to the HSE (e.g. occupational asthma).

Your procedures should state the following, or something equivalent:

“We will do everything that is reasonably practicable to make the workplace safe and healthy and inform you of any health risks.”

and

“You must co-operate fully with any Safe Working Procedures and comply fully with all safety measures, e.g. wearing PPE (Personal Protective Equipment).”





Alcohol and Drugs

The consumption of alcohol at work must be strictly prohibited. Performing any work under the influence of excessive alcohol or non-prescribed drugs is extremely dangerous and therefore should be forbidden.

No alcohol or controlled drugs are permitted to be brought onto or consumed at work. Any person found to be using controlled drugs should expect to be sent home for their own safety and that of others, and subject to disciplinary proceedings.

The use of prescribed drugs should be notified to your manager to ensure job placement is not affected by them (e.g. some medications such as antihistamines or cold remedies can make you drowsy which if operating tractors or heavy machinery could be dangerous).



Safety Signs and Notices

It is a legal requirement for employers to display the approved Health and Safety poster and a requirement to have all the relevant sections completed.



The Employers' Liability Reg 98, requires all employers to have suitable insurance to cover legal liabilities. It also requires employers to display a current insurance certificate at each place of work, "where your employees can easily read it."









If you do not display the certificate of insurance as required, or refuse to make it available to HSE inspectors when they ask, you can be fined up to £1000.



Safety notices and signs should be displayed on your premises for the benefit of employees, non-employees, contractors and visitors; they MUST be complied with at all times.

Keep a record when rules are not followed, take immediate action and where appropriate additional actions to ensure compliance to the rules.

The following colours and shapes convey the following messages:

Blue Circle 	 WEAR HEARING PROTECTION	MANDATORY MUST DO
Red Circle with Bar 	 MAXIMUM VEHICLE SPEED	PROHIBITION DON'T DO !
Triangle 	 WARNING FORKLIFT TRUCKS	WARNING DANGER !
Square or Rectangle 	 FIRE EXIT	SAFE CONDITION THE SAFE WAY

Here are some of the more common safety signs that you may see around the site. If you are in any doubt about the meaning of a safety sign - ask a Full Time Member of the Estate staff or Tim May.



Wear hearing protection



Wash your hands



Wear a safety helmets



Warning forklift trucks



Caution



Danger fragile roof



No unauthorised persons



No naked flames



First aid



Emergency Assembly here



Electrical Safety



Kingsclere Estates Limited will ensure that fixed electrical installations are maintained and inspected. Any faults or issues concerning the fixed electrical installation must be reported to Kingsclere Estates Limited.

It is important that you examine all portable electrical apparatus before use. Electrical faults (e.g. damaged leads, broken casing, loose plugs, etc.) must be reported for repair by a competent person.

You must ensure the periodic safety inspections are undertaken on your portable electrical appliances in line with advice from competent electrical contractors.

ELECTRICAL REPAIRS ARE AN ELECTRICIAN'S JOB
- INFORM SUPERVISION -
DO NOT TOUCH!



Manual Handling

Accidents caused by incorrect handling techniques are one of the biggest causes of lost work time, as well as causing pain and suffering.



First rule of manual handling is –

AVOID LIFTING WHERE POSSIBLE

Where possible you should purchase and use lifting aids e.g. trolleys, lifting / carrying equipment.

If it is not possible to use a mechanical lifting device then call for assistance from a colleague and / or look at

reducing the load by dividing the lift into smaller parts.

When you are lifting remember the correct lifting techniques **MUST** always be adopted.

What are the Employers duties?

The Regulations require employers to:

1. Avoid the need for hazardous manual handling, (so far as is reasonably practicable).
2. Assess the risk of injury from any hazardous manual handling that can not be avoided
3. Reduce the risk of injury from hazardous manual handling, (so far as is reasonably practicable).



A **Risk Assessment** must be carried out for new or expectant mothers, young people or anyone with health problems before they carry out manual handling tasks.

What are the Employees' duties?

1. They must **follow any procedures and systems of work** given to them
2. They must **make proper use of equipment provided** for their safety
3. **Co-operate with their employer** on Health and Safety matters
4. **Discuss any hazardous handling activities** they encounter with their employer
5. **Ensure their activities do not put others at risk.**

Consider providing the follow information or similar to your workers:

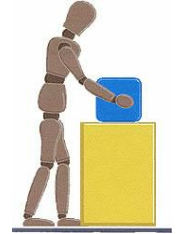
Just One Wrong Move Can Cause an Injury!

Prevention is Better than Cure

With proper training, appropriate equipment and a Safe Working Procedure, manual handling of goods should not result in injury.

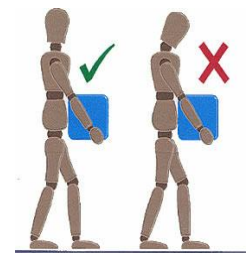
Lifting

- Stop think plan. Don't rush into the job.
- Think about the size, weight and your personal capabilities
- If the load is heavy could it be split to make it lighter?
- Consider the shape of the load - and if there are any sharp edges
- Discard wrapping materials etc. which could become unattached
- Ensure your route is free from obstructions
- Always get help if you are in any doubt about your ability to handle the object safely
- Stand close, feet apart, leading leg forward, bend your knees and keep your back straight - DO NOT TWIST
- Hold the load in a firm grip and use your legs to take the strain as you lift
- Do not jerk - keep the whole action as smooth as you can
- Keep the load close to your body, with the heaviest side towards you
- Take regular breaks when lifting over a long period of time, short breaks mean better performance in the long run, and you'll feel less tired
- If the load is already at waist height (not on the floor), bend at the hips to lift and remember to keep your back and head in a straight line.



Carrying

- **Do not carry a load for long distances** - use a mechanical aid where possible
- Avoid stairs wherever possible
- Ensure your route is free from obstructions
- Make sure you can see where you are going
- Carry heavy loads correctly - close to the body with your arms tucked in
- Keep your head up
- Do not twist or jerk
- Never change your grip whilst carrying, always rest the load on a firm surface if you need to adjust your grip



Unloading

- **Use your knees** to take the strain when you lower the load - don't damage your back
- Slide rather than lift
- Make use of any handy surface to take the weight whenever you can

Pushing and Pulling

- **Push whenever possible** rather than pulling



Personal Protective Equipment (PPE)



Personal protective equipment must be supplied wherever there are risks to Health and Safety that cannot be adequately controlled in other ways. Tell workers:

YOU MUST USE THE PPE YOU ARE PROVIDED WITH AND IN ACCORDANCE WITH TRAINING AND INSTRUCTION GIVEN

Employers PPE duties	Employees PE duties
<ul style="list-style-type: none">to assess PPE before use to ensure it is suitableto ensure PPE is maintained and stored properlyto ensure you are given instructions on how to use it safelyto ensure employees correctly use the PPE	<p><u>YOU MUST</u> report any loss or obvious defect in the PPE provided to your manager and ask for a replacement.</p> <p><u>YOU MUST</u> report any particular issues regarding your PPE for example fit / size, or problems arising from the use of, you must not Stop using it - but contact your manager and explain the issues.</p>

PPE Storage

As an employer you must consider and confirm any PPE storage arrangements. You're your workers you must ensure that your PPE is respected and stored accordingly. Correct storage protects your PPE from contamination, damage by harmful substances, damp or sunlight and loss. When required, for example PPE contaminated in use, PPE should be stored separately from ordinary clothing,.

Below are examples of some of the safety signs you may see on containers or machinery / equipment that inform you of the type of PPE that must be worn.



Eye Protection



Face Protection



Hand Protection



Respiratory Protection



Body Protection



Foot Protection



Hearing Protection



Head Protection

If you are unsure about what PPE should be worn **ASK**



Hygiene

Due to the nature of the work, it is likely that many of you will come into contact with substances which could be hazardous to your health, for example, cleaning chemicals, oils and greases, soil and compost, etc.) It is therefore important that you ensure a high standard of personal hygiene.

Thoroughly wash all cuts and abrasions with soap and water and cover with a waterproof blue dressing.



Wash hands before eating, drinking and smoking and after contact with food or using the toilet.

Any infection, illness, diarrhoea, ear nose or throat discharge must be reported to management before starting work.

Where necessary seek medical advice.



Housekeeping

Slips and trips are the most common of workplace hazards and make up over a third of all major injuries.

- Most slips occur in wet or contaminated conditions
- Most trips are due to poor housekeeping.

Over 10,000 workers suffered serious injury because of a slip or trip last year.

The solutions / controls are often simple:

- prevention of contamination
- management of spillages and cleaning
- Improvements to type and condition of: Flooring, carpets and matting
- suitable footwear
- design and maintenance of the workplace and work activities
- housekeeping
- Supervision
- Awareness and training

ANY hazards that could cause a slip, trip or fall injury should be recorded and investigated. Keep all areas and doorways clear – especially where they form part of an emergency exit or pedestrian route.

Make sure spilled liquids are cleaned up immediately and made non-slippery. Always dispose of waste frequently and in the appropriate disposal bins / areas.

Please help to keep the site clean and tidy – THINK TIDY and BE TIDY.



Dogs brought onto the premises

Dog bites can be disfiguring and can be life threatening especially significant injuries to the neck, face and injuries resulting in critical loss of blood.

It is widely known that children do not recognise the early warning signs when a dog is going to attack and bite. Children's actions including staring at a dog, smiling and laughing, hugging a dog and patting its head, etc., can cause a normally placid dog to become aggressive and bite.



Prohibited dogs are forbidden from the Kingsclere Estates Limited premises these include: Pit Bull Terriers (American Staffordshire Terriers, Am Staffs, Irish Staffordshire Bull Terrier, Irish Blue or Red Nose), Japanese Tosa, Dogo Argentino, Fila Brasileiro.

Prohibited dogs - it is important to note that dangerous dogs are classified by "type", not by breed label.

1. **Any dog on the premises must be kept under control at all times by its owner or the person in charge of the dog.** Arrangements must be considered in the event that the owner or person in charge is indisposed or called away.
2. **Dogs must not be allowed to wander off the tenant's property.**
3. **Owners, and the person in charge of the dog (where not the owner), must prevent others approaching the dog unless authorised and supervised by them.**
4. **Children especially, must not approach or have contact with the dog unless supervised and authorised by the owner or person in charge of the dog.** Children may unknowingly agitate and induce aggressive behaviour and an attack.
5. **If a dog has history of aggressive behaviour** Tim May must be informed.

DANGEROUS DOGS ACT

Both (a) the owner; and (b) the person in charge of the dog, is guilty of an offence if any dog is dangerously out of control in a public place (it behaves in a way that makes a person worried that it might injure them).

If the dog injures any person it is an 'aggravated offence' with a possible penalty of a prison sentence of 2 years'.

Excrement

It is every owner's duty to clean up after their dog. There are no excuses. Fouling is unacceptable. Nobody should have to suffer cleaning the mess from their shoe.

- Always have with you the means to clear up after your dog. Your bags should be as unforgettable as a lead when you take your dog out.
- Never let your dog out alone to 'go to the loo'.
- Teach your dog to 'go', before you arrive at the premises.
- The faeces must be bagged and put straight into your dustbin.
- Every time your dog fouls, 'bag it and bin it' – **Every time, wherever it is on the premises** - Do not leave it for any reason - Do not leave it in heavy rain, the rain does not wash the problem away - Do not leave it because you think it is in an unused area.

TOXOCARIASIS

The eggs of the Toxocara worm, if deposited in soil, can lie dormant for up to three years, if the conditions are right. They are highly resilient to temperature changes and chemical disinfectants have little effect on them.

The incidence of all Toxocara-induced diseases in the UK is only two cases per million of the population. However, this still means that about 40 people are needlessly ill each year. There are no health risks to you from immediately clearing up after your cat or dog, as the eggs of the Toxocara worm take over two weeks to hatch and become active.



Animal Liability Insurance

If your animal were to injure someone or run in front of a vehicle and cause an accident, as owner of that animal you could be liable to prosecution and claims for compensation.

Even if you have a well-behaved animal you should take out third party liability cover. The cost is small and it only takes a moment for your animal to act against its nature and harm someone. If it does you could be sued - perhaps for up to several hundred thousand pounds.

Third party liability insurance basically protects you financially in the event that your animal harms another person or causes them injury, or if your animal were to damage or destroy someone else's property. Under the 1971 Animals Act this includes damage to vehicles too. Depending on the incident your animal's actions could result in a substantial claim for compensation.



Workplace Inspections

In order to check Health and Safety policies / procedures are followed, regular inspections should be undertaken by each business. A check sheets should be produced for weekly safety inspections and another for monthly safety checks.

The findings of the inspections will be discussed with your employees and efforts should be made together to make improvements and/or prevent reoccurrence of any issues found.

You are requested to be proactive in improving Health and Safety standards within your business by being vigilant, and by recording any safety problems and safety issues.

Tim May will periodically visit your premises to ensure there are no risk issues or concerns. In between visits, should a problem arise which is the responsibility of Kingsclere Estates Limited **PLEASE REPORT IT IMMEDIATELY TO TIM MAY.**



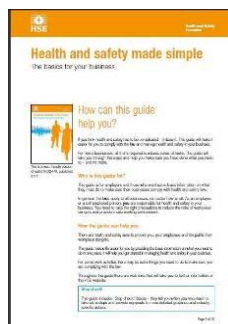
If you are unclear about any of the advice in this handbook, ask Tim May without delay. Similarly, please feedback any ideas you may have on improving Health and Safety within Kingsclere Estates Limited to **Tim May.**



HSE Safety guidance

A useful guide for small businesses produced by the HSE explaining the basics of Safety Management and legal duties can be downloaded free at:

<http://www.hse.gov.uk/simple-health-safety/index.htm>





This image shows a full page of white paper with horizontal dashed lines, typical of primary school handwriting practice paper. The lines are evenly spaced and run across the entire width of the page. There are no margins, text, or other markings present.



Appendices

1. Emergency Telephone Numbers
2. Fire and Emergency Arrangements
3. Emergency Spillage Arrangements

Emergency Contact Numbers

Name	Telephone	Address
	Kingsclere Estates Limited PITT HALL FARM, RAMSDELL, BASINGSTOKE . RG26 5RJ	
	Contact Tim May on	01256 850 221 Estate office (Out of hours: 07855 013 005)
	Basingstoke and North Hampshire Hospital Tel: 01256 473 202 In an emergency always dial 999	Aldermaston Road, Basingstoke RG24 9NA (4 miles, 8 mins)
	If life is in danger or Crime is in progress, dial: 999	Call 101 for non-emergencies <i>Nearest Police Station:</i>
	In an emergency always dial 999 or 112 and ask for FIRE	Call 101 for non-emergencies <i>Nearest Fire Station:</i>
	Suspect CO poisoning? Get everyone outside into fresh air immediately. In a medical emergency, don't delay: phone 999	National Gas Emergency Service and National Enquiry lines - If you smell gas then call free on 0800 111 999
	In cases of poisoning call NHS Direct: 0845 46 47 24 hours a day, 365 days a year	http://www.nhsdirect.nhs.uk/
	Heath & Safety Executive, dial: 01342 334200 or 0845 345 0055	General: www.hse.gov.uk for accidents: www.riddor.gov.uk
	In an emergency dial: 0800 80 70 60	www.environment-agency.gov.uk

Signed:

Date:

Review date:

Evacuation Plan

IN CASE OF FIRE, FLOOD OR OTHER EMERGENCIES

Item	Location
Fire extinguishers	
Main washing facilities	
First aid and eye wash facilities	
Electricity isolation	
Mains water isolation	

- ➔ **Staff to assemble at assembly point** in the Folly Farm Car park
- ➔ **Contact emergency services** – **dial 999**, quoting

Kingsclere Estates Limited

Folly Farm

Pitthall, Kingsclere Road, Tadley. RG26 5RJ

- ➔ **Nearby neighbours to be notified** of the danger and evacuated if required

EMERGENCY SERVICES

- ➔ **Ensure the main road and necessary access is clear** for emergency services
- ➔ **Detail someone to stand at yard entrance** to direct services to the point of the emergency
- ➔ **Communicate details / location of hazards** to the emergency services:

Item	Location	Maximum Quantities
Chemicals		
Petrol		
Bottled Gas Cylinders		

**DO NOT RISK HUMAN LIFE
OR PUT STAFF AT RISK IN CARRYING OUT THESE PROCEDURES.**

Kingsclere Estates Limited

Emergency Spillage Arrangements

In the event of a spillage of chemicals, the following procedures must be carried out wearing appropriate protective clothing:

1. Prevent spillage reaching drains and water courses
2. Contain spillage with sand
3. Collect contaminated sand and place in waste chemical container
4. Record active ingredients placed in container
5. Report Spillage to your **Manager** and **Tim May**

In the event of a serious spillage: contain the spillage using soil and sand to create a bund and if necessary contact:

The Fire Service: tel. **999**

The Environment Agency: tel. **0800 807 060**