

# Health & Safety

## Contents

Statement of Policy .....	3
The Organisation and Responsibilities .....	4
General Safety Arrangements .....	6
Emergency telephone numbers .....	6
In the event of an accident or serious incident .....	6
General welfare arrangements .....	7
Toilets and washing facilities.....	7
The Arrangements for Implementing this Policy .....	8
Accident and incident reporting and investigation .....	8
Alcohol and drugs .....	8
Consultation .....	9
Disease organisms .....	9
Electrical safety .....	10
Fire safety .....	10
First aid .....	11
Gritting .....	11
Hazard reporting .....	11
Hazardous substances.....	11
Language .....	13
Manual Handling .....	13
Noise and vibration .....	14
Outdoor working.....	15
Personal protective equipment and high-visibility clothing .....	15
Personal hygiene .....	16
Pesticide application .....	16
Regular or statutory inspections.....	16
Risk assessment.....	19
Safe working procedures .....	19
Smoking.....	19
Training.....	20
Vehicle and machine operation.....	20
Work equipment.....	21
Working alone .....	21
Working hours.....	22
Working on the public highway including high-speed roads.....	22
Advice and consultancy .....	23
Appendix.....	24
Modified Extract from Section 2 of the Health and Safety at Work etc. Act 1974 – General Duties of Employers. ....	24
Modified Extracts from Sections 7 and 8 of the Health and Safety at Work etc. Act 1974 – General Duties of Employees. ....	24
The business and operating standards of Complete Weed Control Ltd. and franchisees - Ten Point Statement.....	25
Employee Induction Training.....	27
Key items of UK Legislation concerning pesticides, their supply, storage and use. .....	29

## Statement of Policy

At Complete Weed Control Trading Limited we are committed, so far as is reasonably practicable, to ensuring the health, safety and welfare at work of our staff and of anyone else affected by our work activities.

We will take steps to ensure that our statutory duties are met at all times.

We have a duty to ensure that all activities, work equipment, procedures and systems of work are safe. We will co-operate closely with our customers to ensure all work activities can be carried out safely. Employees and others will be given such information, instruction, training and supervision as is appropriate to enable these work activities to proceed safely. We are committed to a policy of continual improvement.

Resources (human, physical and financial) will be allocated to health, safety and other issues to ensure that our statutory duties are met.

Each employee must co-operate fully with us in achieving these aims. Appropriate arrangements will be made to assist and encourage communication and consultation with employees on health, safety and other matters.

Where necessary, and only when our own staff are unable to do so, the services of competent persons from outside the business will be used to ensure that our statutory duties are met.

Every member of staff will be required to comply with and be committed to, our aims and objectives, as stated in this policy and other documents, in maintaining a safe and healthy working environment at all times.

Work activities will be monitored regularly to ensure compliance with the requirements of this Health and Safety Policy. In order to ensure continual improvement in our operational standards this policy will be reviewed regularly (normally annually) and, whenever necessary, revised in the light of legislative, company or other changes.



Signed:

Date: 18/10/2020

## **The Organisation and Responsibilities**

Complete Weed Control is a franchise organisation with a head office at Newton Aycliffe, County Durham and individual franchises covering the UK and Ireland. Each franchise is a separate business owned and run by one or more franchisees.

Overall and final responsibility for health and safety matters at head office rests with the managing director, Ian Graham.

This person is responsible for informing the Health and Safety Executive of incidents, diseases and dangerous occurrences as required by the current Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

In the absence of the above named person the following will deputise for him/her:

### **Joshua Bowers**

When work is carried out at a client's site we will work closely with the site owner/manager and others present there to ensure all work can be carried out safely. A competent person will be identified to supervise health and safety matters at that site. This person will normally be the site supervisor, foreman, team leader or franchisee and he/she will have appropriate authority to manage staff and work activities.

All employees have the responsibility to co-operate with management in achieving a healthy and safe working environment and to take all reasonable care of themselves and others.

Visitors to premises and worksites of Complete Weed Control and contractors (including the self-employed) working on them must comply with the requirements of this health and safety policy. They also have a responsibility for the health and safety of others affected by their work activities.

Everyone is expected to display constant vigilance in the identification and control of risks. Whenever a member of staff notices a health or safety problem which cannot be rectified immediately, he or she must alert others to the danger and notify one of the above named people at the earliest opportunity.

Deliberate actions resulting in risks to health and safety will not be tolerated. Neither will the non-reporting of danger and/or the continued use of equipment, tools, machinery or vehicles that present serious risks to the operator, driver or others. Such situations will be judged to be misconduct and may result in disciplinary action being taken.

Responsibilities for different aspects of health and safety issues at Head Office or within each franchise will vary. In some cases the franchisee and his/her deputy (as identified above) will carry responsibility for all aspects of health and safety management, and in other cases responsibilities will be allocated to others.

Where responsibilities have been allocated to people other than the managing director or franchisee those are detailed below. Where no details are included it may be assumed that responsibility rests with the managing director (at Head Office) or with the above named franchisee(s).

Monitoring compliance with this health and safety policy:

**Northern Safety Limited**

The Appointed Person(s) responsible for maintaining the first aid kit(s):

**Jaylan Crompton, Administration Co-ordinator**

Identification and provision of safety training for members of staff as required:

**Ian Graham, Managing Director**

Daily visual safety inspections of vehicles, plant and equipment:

**The driver or operator of that vehicle or equipment**

Investigating and reporting accidents or incidents as required:

**Ian Graham, Managing Director**

The monitoring of maintenance of vehicles, plant and equipment as appropriate:

**Ian Graham, Managing Director**

Fire safety "responsible person":

**Jaylan Crompton, Administration Co-ordinator**

## **General Safety Arrangements**

### **Emergency telephone numbers**

Ambulance: 111

Fire service: 111

Police: 111

The nearest hospital: Darlington Memorial Hospital, Hollyhurst Road, Darlington, DL3 6HX  
Tel: 01325 380 100

The nearest medical practice: 27 Bewick Crescent, Newton Aycliffe, County Durham, DL5 5LH  
Tel: 0844 477 3708

The local office of the Health and Safety Executive: Alnwick House, Benton Park View, Newcastle-Upon-Tyne, NE98 1YX  
Tel: 0845 345 0055

Environment Agency (insert appropriate environmental agency for Scotland, N. Ireland and Ireland) emergency number: 0800 80 70 60

### **In the event of an accident or serious incident**

The main first aid kit is located at the chemical store.

In addition each company vehicle also carries a suitable first aid kit.

All accidents or serious incidents (including “near misses”) must be reported to Ian Graham

All accidents or serious incidents (including “near misses”) must be recorded in the company accident book which is freely available and is normally kept in the office at Unit 16, Hurworth Road, Newton Aycliffe, County Durham, DL5 6UD

Certain injuries, diseases and dangerous occurrences must be reported to the Health and Safety Executive within a certain time limit. Details and the appropriate report form can be found in the current RIDDOR leaflet which is kept with the company accident book.

Details of company emergency procedures are displayed or available at our business premises.

Details of appropriate procedures are carried on each company vehicle.

## **General welfare arrangements**

In order to ensure that the health and wellbeing of all Complete Weed Control personnel are maintained it is important that we provide a safe and comfortable (wherever possible) workplace with appropriate welfare arrangements.

### **Toilets and washing facilities**

For CWC personnel working at our base premises, toilet facilities will be provided. As the number of staff employed is normally small a single toilet that is lockable will be provided along with hand washing facilities.

Most of the work we do is based on our customers' premises. In this situation we normally negotiate the use of our customers' toilet and washing (and other) facilities. Where this is not possible we will use local public facilities or occasionally it may be necessary for site-specific facilities to be provided by us. Each company vehicle involved in the handling and application of pesticides has a supply of clean water and hand-wash and a towel (normally paper) to enable staff to maintain personal cleanliness. Hand washing facilities may include the provision of non-water-based hand wash or suitable hand-cleaning wipes. Details of the provision of, or access to, welfare facilities on worksites will be a normal part of each site-safety or job briefing.

Clean drinking water will be available to all staff.

Adequate, suitable and secure space will be provided for CWC personnel to store their own clothing and/or special clothing such as personal protective equipment (PPE). This will allow clean personal clothing to be kept separate from potentially contaminated work clothing and personal protective equipment. In company vehicles involved in the application of pesticides this is difficult due to the limitations of space. To maximise safety and comfort staff are required to keep contaminated clothing in the rear of any vehicle and only introduce into the cab such clothing as is clean or has the minimum of contamination. Hands should be washed and, if necessary, boots rinsed off with clean water before entering a vehicle cab. This area must be kept clean and tidy at all times. Unused PPE may be stored in the cab prior to use.

At base premises staff will be provided with an area away from their workstation where they can rest and consume food and drink. When out on site CWC staff should use site-based facilities for consuming food and drink where these exist and where this is not possible food and drink may be consumed in the company vehicle. It is vital that all staff make every effort to keep the cab of each vehicle clean and tidy at all times.

CWC staff must maintain the highest level of personal hygiene at all times and leave all welfare facilities provided clean and tidy.

## **The Arrangements for Implementing this Policy**

### **Accident and incident reporting and investigation**

All accidents and incidents which have, or could have, resulted in injury or serious harm to the environment must be reported and recorded. Any such accident or incident must be reported verbally and in writing on the CWC Accident/Incident Report Form. A written record of accidents where harm to a person or people has occurred will be kept at our business premises, this will normally be in the form of an HSE approved accident book. The person to whom the report must be made is identified on page 4 of this policy.

Certain injuries, diseases, and dangerous occurrences must be reported to the Health and Safety Executive within a certain time limit. The requirements are set down in the current Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The person responsible for making this report is identified on page 4 of this policy.

A current HSE RIDDOR leaflet will normally be available at our business premises.

We encourage the reporting of all accidents and incidents ("near misses") so that they may be investigated in order to establish the cause(s) and to identify means by which similar circumstances can be avoided in the future. Where appropriate, information, recommendations and revised health and safety documents resulting from an investigation will be disseminated throughout the company without delay.

The non-reporting of any such circumstances will be viewed as misconduct may result in the taking of disciplinary action.

### **Alcohol and drugs**

The health and safety of employees and members of the public can be put at serious risk by those who abuse alcohol, drugs or whose judgement is affected by legitimately prescribed or self-administered medications. These substances may affect performance, judgement, conduct or working relationships. CWC personnel must not work when under the influence of such substances unless the managing director or franchisee has given specific permission so to do. CWC personnel must not drive when under the influence of alcohol or drugs or when certain medicine is being taken and blood levels exceed a level specified under current legislation.

Employees who are taking normal doses of prescribed medications which may affect their work performance, driving ability, safety or metabolic behaviour are asked to bring this to the attention of the supervisor, team leader, franchisee or the managing director before starting work. Such information will be treated in complete confidence and will be used only to ensure that the highest standards of health and safety are maintained.

In cases of confirmed misuse of alcohol or drugs in the workplace an employee may be suspended from work immediately and, without pay, sent home. The managing



director or franchisee (as appropriate) reserves the right to make the necessary assessment of the condition of any employee whenever circumstances give rise to a well-founded suspicion and to take appropriate disciplinary or other action. Such a situation will be considered an act of gross misconduct.

## Consultation

Employees will be expected to co-operate fully in achieving the aims and objectives of this safety statement. Consultation with all staff on health and safety matters is an essential part of encouraging the adoption of an active safety culture within our business and of ensuring that everyone knows of his/her responsibilities. A copy of this policy will be provided for each employee on joining the company and at least one copy will always be available at our normal work base.

As each Complete Weed Control franchise or office normally has only a small number of employees the franchisee or managing director will be in daily contact with everyone. Any concerns regarding health and safety should be raised at the earliest opportunity with the franchisee or managing director and, where appropriate, recorded on the daily job cards by the operator or supervisor. The franchisee or managing director will provide a considered response to any such concerns following consultation with other members of staff. The outcome of any such consultation will be recorded in the company health and safety file and the statement or standard working practice documentation revised as appropriate.

## Disease organisms

CWC personnel may come into contact with potentially harmful disease organisms. These may be naturally occurring organisms such as tetanus and Leptospirosis, or organisms resulting from the presence of people such as HIV and hepatitis.

All CWC personnel must have current immunisation against tetanus. If this is not possible the employee must notify his/her employer without delay.

Where potentially harmful organisms are suspected to be present a risk assessment (as required by the current COSHH regulations) will be carried out and suitable control measures identified. Information and/or training will be provided relating to the specific risks identified.

Personal hygiene is always an important control measure in avoiding or preventing infection. All personnel are therefore expected to observe the highest standards of personal hygiene at all times.

## Electrical safety

Electrical installations and equipment will be inspected regularly by a competent member of staff or competent electrical contractor and records of such inspections will be kept. A schedule for the inspection and/or testing of all portable electrical equipment will be maintained by the franchisee or managing director.

Where appropriate, circuits should be protected by a suitably rated residual current device.

The general condition of portable electrical equipment, its plugs and cables must be checked by its user for damage or faults before each and every use. If a fault is discovered that cannot be repaired immediately the equipment must not be used but must be removed from service. It must either be labelled as “*faulty*” and the plug removed prior to repair by a competent person or, if not to be repaired, be disposed of immediately.

Electrical pressure wash equipment must not be used unless protected by a suitably rated residual current device.

## Fire safety

In the event of fire, ensure your own safety and that of others by raising the alarm immediately.

If this occurs in Complete Weed Control premises follow the emergency plan for these premises. Immediately telephone the fire brigade (111) notifying them of the precise location and (if appropriate) that this is a pesticide storage area.

Otherwise immediately telephone the fire brigade (111) notifying them of the location and ensure that the safety of yourself and others is maintained at all times. Follow all instructions given by the fire crew once in attendance.

Any emergency plan prepared for Complete Weed Control premises will be reviewed regularly (normally annually) and, whenever necessary, revised in the light of legislative, company or other organisational changes. Employees will be immediately informed of any such change.

An assessment will be made by the responsible person (see page 5) of the fire risks present in the workplace and appropriate action taken to minimise such risks. A fire officer from the local fire service may regularly inspect premises where pesticides are stored. The fire service will be kept informed of the presence of a pesticide store.

Suitable and sufficient fire extinguishers will be provided where the risk assessment identifies the need. These will be inspected and, where necessary, serviced regularly by a competent person. Each vehicle carrying pesticides or other materials subject to the Carriage of Dangerous Goods by Road Regulations will carry a minimum of two 2kg dry powder extinguishers.

## First aid

First aid boxes are provided at Complete Weed Control premises and in each company vehicle. Employees must notify their supervisor, team leader, franchisee or Appointed Person when replenishment of any first aid kit becomes necessary. At Head Office this must be reported to the managing director.

Due to the varied way in which individuals or groups of staff work, appropriate members of staff will receive suitable training in first aid. If part-time or temporary staff are employed they will normally be working alongside a trained first-aider. A list of qualified first-aiders will be posted at appropriate places at Complete Weed Control premises and included on page 6 of this policy.

All instances of injury where first aid is required must be reported and recorded in our accident book.

## Gritting

Gritting will only be carried out by appropriately experienced and/or certificated operators or by operators under the close and personal supervision of such a person. A list of authorised and certificated operators will be posted at our premises and, where requested, provided to clients or potential clients.

All applications of grit and/or salt and disposals of empty bags will be made in a manner that is safe both to people and to the environment. Industry best practice will be adhered to at all times.

## Hazard reporting

All instances where hazards are identified must be reported to the managing director (head office) or the franchisee(s) as appropriate. Hazards will include defective or damaged equipment; dangerous premises or worksites; deficiencies in health and safety documentation and work practices; and other circumstances and situations. The initial report may be verbal but in all cases a written report should be completed on the CWC Hazard Report Form and passed to the appropriate person identified above.

These reports will enable quick and effective action to be taken to remedy the hazardous situation. Any action taken will be recorded on the same form.

## Hazardous substances

No work will be carried out which is liable to expose anyone to any substance hazardous to health unless a suitable and sufficient assessment has been made of the risks created by that work to the health of such people and of the steps needed to comply with the requirements of the Control of Substances Hazardous to Health Regulations.

Exposure of people to substances hazardous to health (including potentially harmful micro-organisms) will be prevented or, where this is not reasonably practicable, adequately controlled. So far as is reasonably practicable, the prevention or adequate control of exposure will be achieved by measures other than the provision of personal protective equipment.

Every employee will be required to make full and proper use of any control measure, personal protective equipment or other things identified as controlling exposure. Should an employee discover any defects or deficiencies in any control measure he/she should report it, at the earliest opportunity, to their supervisor, team leader, franchisee or the managing director. This must be recorded on a CWC Hazard Report Form.

Where engineering controls (including respiratory protective equipment other than disposable equipment) are provided to meet the requirements of the regulations they will be inspected and checked by a competent person at suitable intervals. In the case of the inspection, maintenance and repair of respiratory protective equipment a record of such work will be kept available for at least five years from the date on which it was made.

It is not anticipated that the health monitoring of employees will normally be required or appropriate. However, this matter is kept under constant review and should the need be identified, health monitoring would be provided immediately with suitable records kept for a period of forty years from the date of monitoring.

If a system of health monitoring is adopted an additional section will be added to this health and safety policy.

All employees who undertake work involving exposure to substances hazardous to health will be provided with such information, training and supervision as is suitable and sufficient for him/her to know the risks created by such exposure and the precautions which should be taken.

Any person other than an employee, who carries out any work involving exposure to substances hazardous to health in connection with this business will be provided with the necessary information, instruction and training.

In controlling exposure the potential control methods will always be considered in the following hierarchy:

1. Elimination of the task
2. Substitution of a substance by a safer one
3. The provision of engineering controls and/or safe systems of work
4. The provision of suitable personal protective equipment free of charge to the employee following appropriate consultation and training

All assessments will be reviewed regularly (normally annually) and at any time circumstances change sufficiently to make the original assessments invalid.

All hazardous substances must be retained in their original containers with labels intact and product labels and COSHH assessments must always be referred to before use.

## Language

Employees and others for whom English is not their first language may have difficulty understanding written documentation and spoken instructions. All employees involved in the handling and application of pesticides must have a sufficiently good command of written and spoken English to take a pass the NPTC pesticide application assessments if they are to achieve a recognised standard of competence. These employees must be able to read, understand and interpret correctly information contained in pesticide labels, safety data sheets and CWC safety-related and other documentation.

When dealing with an employee, customer or other person for whom English is not their first language we will make strenuous efforts to ensure that they have a full and correct understanding of documentation, instructions, regulatory requirements and CWC operational requirements. We will communicate clearly and carefully at all times and, where appropriate, check the understanding of such people by additional verbal questioning and explanation. We will provide additional supervision of employees' work activities until such time as we are sure of their level of understanding and their capability to communicate effectively and work safely.

We will provide Health and Safety Executive documentation to employees in their first language wherever these are available. We will make use of translation services if we believe this will help ensure the safety and wellbeing of our employees or others.

## Manual Handling

Manual handling includes any "transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force" and is covered by the Manual Handling Operations Regulations 1992 (as amended). Incorrect manual handling techniques may result in a person suffering serious musculo-skeletal disorders.

No work will be carried out which is liable to expose anyone to a significant risk of developing a musculo-skeletal disorder. The main types of work where manual handling plays a significant part is in the handling of pesticide containers, particularly when they are packed in boxes (outers), and in the use of handheld application equipment such as knapsack sprayers or mist blowers. Pesticides will normally be bought in container sizes of five or ten litres maximum to minimise the risks involved in their handling. Where larger containers are purchased and/or multi-pack outer containers handled, mechanical handling techniques will normally be used at the pesticide store to load and unload the vehicle.

The control of risks involved will normally follow the following hierarchy:

**Avoid** the need for hazardous manual handling, so far as is reasonably practicable;  
**Assess** the risk of injury from any hazardous manual handling that can't be avoided;  
**Reduce** the risk of injury from hazardous manual handling, so far as is reasonably practicable.

Exposure of people to risks of manual handling will be prevented or, where this is not reasonably practicable, adequately controlled. Where manual handling cannot be avoided and it is unclear whether it presents a significant risk, a manual handling risk assessment must be carried out and recorded.

All Complete Weed Control personnel will receive instruction and training in safe manual handling techniques that are relevant to their normal work role. Appropriate HSE (and other) guidance leaflets will be provided and remain available to all staff

Every employee will be required to make full and proper use of any safe system of work, manual handling technique or control measure. Should an employee discover any defects or deficiencies in any control measure he/she should report it, at the earliest opportunity, to their supervisor, team leader, franchisee or the managing director both verbally and using the CWC Hazard Report Form.

## Noise and vibration

Our typical working practices will not normally expose anyone to undue or harmful levels of noise or vibration. However, the occasional short-term use of equipment such as brushcutters, hedgetrimmers and chainsaws or when working on the side of a busy motorway, high-speed road or at a busy industrial site may expose employees to vehicle or other noise and/or vibration for short periods of time. Other than when using powered cutting equipment as described above the levels of such noise or vibration are not usually considered harmful as defined under the current Noise at Work and Control of Vibration at Work Regulations . If such a situation were to be encountered, the requirements of these regulations would be complied with. When using powered cutting equipment operators will normally wear suitable hearing protection as identified in the appropriate risk assessment.

The wearing of hearing protection in any other situation is normally discouraged so as to allow warnings and other communications to be heard easily. An employee experiencing discomfort from high noise or vibration levels should inform the appropriate supervisor, team leader, franchisee or managing director at the earliest opportunity. If there is any uncertainty about the level of noise or vibration concerned a suitable and sufficient risk assessment will be carried out and control measures instigated.

Suitable steps are taken to minimise the noise produced by Complete Weed Control vehicles and equipment.

## Outdoor working

Outdoor working, particularly on unfamiliar terrain, can pose additional hazards to employees. Risk assessment and subsequent safe working procedures will normally reduce risks to acceptable levels. However, all employees must remain vigilant for unexpected hazards at all times, especially to the risk of slips, trips and falls. Where appropriate, others working at the site must be informed of any such hazards.

Exposure to the elements can carry its own risks, particularly when extreme climatic conditions are experienced. Appropriate Personal Protective Equipment (PPE), provided either by the employee him/herself or by the company, should be worn. It is essential that any high visibility clothing worn is of the correct standard for the work situation and is not covered by any other clothing or obscured by dirt and mud.

Exposure of skin and eyes to high levels of sunlight can increase the risk of skin cancer and eye problems. When working outdoors in bright sunshine care should be taken to cover exposed skin with light clothing, a hat and/or a proprietary sunblock. Sunglasses may be required where the ground surface reflects sunlight, especially in snow conditions. Clean drinking water should also be available at the worksite.

## Personal protective equipment and high-visibility clothing

Personal Protective Equipment (PPE) will be provided whenever it is required to be used as shown through the process of risk assessment. This will be provided free of charge to employees.

Where necessary, high visibility clothing appropriate to the specific working situations and complying with Class 3 Reflective Specification for high-visibility warning clothing, will be provided by the company and must be worn at all times. It must not be covered by any other clothing or obscured by dirt and mud.

PPE appropriate to pesticide application operations (as identified by the COSHH assessment) will be provided and must be used. It must be cleaned, stored and/or disposed of in an approved manner that is safe both to people and to the environment.

Employees will be provided with information and/or training in the correct use and maintenance of PPE and must maintain all such equipment in good condition. In particular high visibility reflective clothing must be kept clean and not covered by other items of clothing.

## Personal hygiene

Good personal hygiene forms an essential part of maintaining a healthy, safe and pleasant working environment. Employees are therefore expected to maintain a high level of personal hygiene whilst in the workplace.

This will be of particular concern when dealing with pesticides or when exposed to other hazardous substances. A supply of clean water, hand-wash/soap and towels (or other hand cleaning items) are therefore provided on all vehicles carrying or servicing spraying or other application equipment.

## Pesticide application

Pesticides will only be applied by appropriately certificated operators or by operators under the close and personal supervision of a certificate holder. A list of authorised and certificated operators will be posted at our premises and, where requested, provided to clients or potential clients.

All applications and disposals of empty containers and/or surplus pesticide will be made in a manner that is safe both to people and to the environment. The guidelines and requirements of the various codes of practice issued by the Department for Environment, Food and Rural Affairs (DEFRA) or other enforcing authority will normally be strictly adhered to.

The pesticide store, operating procedures and pesticide records will normally be inspected regularly by a competent person appointed by BASIS. Application equipment will be checked by the operator prior to each use. A store containing more than 200l or 200kg of pesticides (or mixture of both) will be overseen by a person holding a BASIS Storekeepers Certificate.

## Regular or statutory inspections

Prior to using any vehicle or work equipment employees must make a simple visual check that it is in good condition, not damaged and that all guards are in place. Prior to any use, damage or other shortcomings must be rectified or reported immediately. If a suitable repair cannot be made, the equipment must be withdrawn from service immediately. All such actions should be reported to the appropriate supervisor, team leader, franchisee or managing director and recorded on a CWC Hazard Report Form.

Road vehicles will be inspected and serviced regularly by a competent person as identified in the following table. However each driver of a company vehicle must make a series of basic checks before taking the vehicle on the public highway. These checks must include:

- ◇ Fuel
- ◇ Engine oil
- ◇ Water (radiator and screen wash)



- ◇ Tyres
- ◇ Lights (vehicle and plant as appropriate)
- ◇ General check for damage or defects
- ◇ Anything else required by the manufacturer

All road vehicles should undergo a more thorough inspection on a weekly basis. Simple maintenance should be carried out and a written record kept. Written records will be kept of all regular and statutory inspections.

Continued on following page.

<b>Area to be checked</b>	<b>Person/contractor responsible for check</b>	<b>Interval</b>
Fixed electrical installations	Competent electrical contractor	36 months
Portable electrical appliances	Competent person (test) User (simple visual check)	As specified following assessment of risk* At every use
<p>*User checks, formal visual inspections and testing are not required on battery operated equipment of less than 20volts, or on extra-low voltage equipment of less than 50volts such as telephone equipment and low voltage desk lights.</p> <p>A formal visual inspection is recommended every two to four years for IT equipment such as computers and VDU screens; equipment which is rarely moved such as photocopiers and fax machines; and on double-insulated equipment which is not hand-held and only moved occasionally such as fans, slide projectors, etc. Equipment falling into any of the above categories should undergo a combined inspection and test with intervals of up to five years unless it is double insulated when this is not necessary.</p> <p>Hand-held, double-insulated equipment such as some floor cleaning machines, need to be checked by users and should be formally inspected at six months to a year, as should earthed equipment like kettles which should also undergo a combined inspection and test every one to two years.</p> <p>All cables, leads and plugs including extension leads should be checked by users; should have formal visual inspections between six months to four years depending on the equipment they are attached to; and should undergo a combined inspection and test every one to five years.</p>		
Pesticide store	Competent person	12 months
Respiratory protective equipment (RPE)	Competent person	3 months
Vehicles	Competent person Driver	Manufacturer's recommended interval Prior to each use
Fire extinguishers and other related precautions	Competent person	12 months

## Risk assessment

The adequate control of risks arising from our work activities requires the identification of hazards, assessment of their associated risks and the implementation of suitable control methods. We will ensure that all significant risks to members of staff and others are assessed and a written record of the assessment(s) and appropriate control measures is kept and made freely available.

Formal risk assessment may include the following areas of work:

- ◇ General work activities
- ◇ The use of, or exposure to, hazardous substances
- ◇ Manual handling
- ◇ The use of visual display screen equipment
- ◇ The use of, or exposure to, noisy work equipment or activities
- ◇ The use of, or exposure to, vibrating work equipment or activities
- ◇ Fire safety

Risk assessments (including COSHH assessments) must be site or contract specific. Where work is carried out over an extended period on a site or sites, a regular site-specific risk assessment must be carried out.

## Safe working procedures

Safe working procedures and practices will be identified for all work situations where significant risks are identified. Our client or the main contractor may identify safe systems of work and in such cases these should be strictly adhered to by our employees or sub-contractors. We will at all times co-operate fully with our client or the main contractor and other sub-contractors in matters of health and safety. Where the requirements of our client or the main contractor are thought to conflict with our normal operating procedures this will be brought to the attention of our client or the main contractor. A risk assessment will be carried out and used to identify suitable procedures for subsequent agreement with the other interested parties.

We will review and, if necessary, revise our safety arrangements regularly with our customers.

## Smoking

Smoking is strongly discouraged at all our business and clients' premises and is not allowed:

- ◇ In any enclosed public space
- ◇ In any company vehicle
- ◇ In any private vehicle used for company business where a non-smoker is present
- ◇ In the vicinity of any flammable materials
- ◇ In high risk and other areas that are appropriately signed
- ◇ During the handling and application of pesticides

## Training

We encourage and promote the training of everyone involved with our business. All new franchisees will receive a programme of training approved by the managing director. All new employees will receive induction training primarily covering health and safety and employment issues within their first week with us. A guide to the scope of this induction training can be found in the appendix to this policy. Job-specific or role-specific training will be provided for all employees.

Whenever it is thought appropriate by the managing director or franchisee, ongoing training for franchisees and/or employees will be identified and provided throughout the person's involvement with the business. Franchisees and employees are encouraged to request training when they feel it would be appropriate or helpful to their role within our business. All CWC personnel are encouraged to participate in an appropriate continual professional development (CPD) scheme.

## Vehicle and machine operation

Safe procedures must always be followed whenever a company vehicle or powered equipment is being used. All drivers operating on public roads must hold a current licence. All drivers must be fit, have taken adequate rest before starting work and not be under the effects of alcohol or drugs.

Where necessary detailed procedures will be prepared but the following key points must be observed:

- ◇ No person should use a vehicle or item of powered equipment unless he/she has received adequate instruction or training in its safe and efficient use. Members of staff are encouraged to request information, instruction or training prior to their use of any vehicle, machine or item of work equipment with which they are unfamiliar
- ◇ When leaving any company vehicle the parking brake must be applied, the ignition key should be removed and the vehicle must be kept locked at all times when left unattended
- ◇ All guards fitted to machinery must remain in place during use and be maintained in good condition at all times. Should a guard be found to be faulty the machine must not be used until such time as the guard has been replaced or repaired. This should be reported to the supervisor, team leader, franchisee or managing director as appropriate
- ◇ Machinery must be stopped before any cleaning, maintenance or repair work is carried out unless the machine is specifically designed to safely allow such work
- ◇ All field maintenance and cleaning procedures of spraying and other application or associated equipment must be carried out safely and in accordance with the manufacturer's instructions and appropriate code(s) of practice
- ◇ When working under a vehicle or equipment supported by a jack, additional support must also be provided by the use of suitable axle stands or wooden blocks

- ◇ Vehicle cabs must be kept clear of tools, equipment, materials and rubbish which may interfere with the operation of foot pedals and other controls. Footwear must be cleaned of excess dirt or mud before entering a vehicle cab
- ◇ All lights, mirrors and windows must be kept clean and in good working order
- ◇ Any vehicle horn, reversing light and/or sounder must be kept in good working order
- ◇ When operating on public roads, courtesy must be shown at all times to other road users (including pedestrians, cyclists and horse riders)
- ◇ When operating on public roads a driver must not use a handheld mobile phone or other similar communication device and the use of hands-free devices is strongly discouraged
- ◇ Any employee must report immediately any conviction or points on his/her licence to the franchisee or managing director

## Work equipment

Equipment provided by us for use at work will be constructed or adapted so as to be suitable for the purpose for which it will be used and for the conditions under which it will normally be used. Prior to purchase new work equipment will be assessed for suitability and safety and will normally be expected to carry a CE mark. This equipment must only be used for operations for which, and under conditions for which, it is suitable, and it will be maintained in a safe and efficient working condition. A record of any maintenance will normally be kept for equipment considered to be "high risk equipment" such as ATV's, powered equipment and road vehicles.

Work equipment will be inspected at suitable intervals so that any deterioration can be remedied before serious problems occur. This will normally include a simple visual check prior to each use of the equipment. "High risk" equipment (including road vehicles) must be checked visually before use and inspected thoroughly on at least a weekly basis and, if necessary, simple maintenance carried out. A written record must be kept.

All users of work equipment will be provided with adequate information and, if necessary, instruction or training, in the safe and efficient use of the equipment provided.

No employee will be allowed to ride as a passenger on mobile work equipment such as ATV or similar unless it is specifically designed for the safe carriage of such passengers.

## Working alone

No employees will be asked to work alone where, by virtue of so doing, the risks to the safety or health of that employee are significantly increased.

An employee working alone should ensure that the appropriate supervisor, team leader, franchisee or managing director knows where he/she is going, what he/she will be doing, estimated times of departure and return, and how he/she may be

contacted. The supervisor, team leader, franchisee or managing director must check the employee has returned safely.

Access to a mobile phone will normally be provided to any employee working alone. In this work situation an employee should request the use of a mobile phone if he/she feels that this is advisable and the use of one has not been automatically provided.

## Working hours

We recognise that tiredness and fatigue resulting from working long hours can have an adverse effect on the health and safety of employees. The nature of the activities of our business is such that much work is done outside normal working hours and to tight time schedules. Whilst generally aiming to comply with the requirements of the Working Time Regulations we may occasionally have to ask employees to work in excess of the times normally allowed.

Due consideration will be made by us at all times to the levels of tiredness and fatigue demonstrated or experienced by employees. No employee will be asked to work such hours as would significantly increase the risks to their safety and health at work. Employees should be mindful of the need to take regular breaks and due consideration must always be taken for the safety of others and for the work in hand.

Any employee who feels that his/her safety, or that of others, is being put at risk by his/her tiredness and fatigue levels should stop work and report the situation immediately to the appropriate supervisor, team leader, franchisee or managing director.

Employees are expected to co-operate with us by ensuring that they get sufficient rest when away from work.

## Working on the public highway including high-speed roads

This work will generally involve working in and out of company vehicles on the roadside. Working in these situations may present serious risks to the safety of employees and the general public alike. All employees will receive information and training prior to being asked to work on or alongside a road.

Where necessary safety and high visibility clothing appropriate to the specific road situation will be provided and must be worn at all times. Road signage may also be necessary. Where this is the case all signage will be carried out in accordance with current regulations and the "Safety at Street Works and Road Works" code of practice.

All employees must maintain a high level of safety awareness and vigilance for themselves and for each other at all times. If any employee feels that he/she is being exposed to unacceptable levels of risk he/she should stop work, retreat to a safe position and report the situation immediately to the appropriate supervisor, team leader, franchisee or managing director.

## **Advice and consultancy**

**The Health and Safety Executive** local office is at:

Alnwick House  
Newcastle-Upon-Tyne  
NE98 1YX

Tel: Report an incident: 0845 300 9923  
Any other information: 0151 951 4000

**The Trading Standards and Environmental Health Department** local office is at:

BASIS  
34 St. John's Street  
Ashbourne  
Derbyshire  
DE6 1GH

Tel: 01335 343 945

**The Environment Agency, SEPA (Scotland) Environment and Heritage Service (N. Ireland) or EPA (Ireland)** local office is at:

Teesdale House  
Lingfield Way  
Darlington  
DL1 4GQ

Tel: 0370 850 6506

**BASIS,**  
34 St. John Street,  
Ashbourne,  
Derbyshire DE6 1GH.  
Tel: 01335 343945

**Jonathan Stockley** (health and safety adviser),  
Clee View,  
Leys Lane,  
Bircher,  
Leominster,  
Herefordshire HR6 0AZ.  
Tel: 01432 800461  
07974 56 1829

**Fire extinguishers** are supplied and serviced by:

Scot-Fire  
Tel: 01325 316 103

## Appendix

### Modified Extract from Section 2 of the Health and Safety at Work etc. Act 1974 – General Duties of Employers.

It shall be the duty of every employer to ensure, so as far as it is reasonably practicable, the health, safety and welfare of all his/her employees.

Without prejudice to the generality of an employer's duty, the matters to which that duty extends include in particular:

- ◇ The provision and maintenance of plant and systems of work that are, so far as it is reasonably practicable, safe and without risks to health;
- ◇ Arrangements for ensuring, so far as it is reasonably practicable, safety absence of risks to health in connection with use, handling, storage and transport of articles and substances;
- ◇ The provision of such information, instruction, training and supervision as is necessary to ensure, so far as it is reasonably practicable, the health and safety at work of his/her employees;
- ◇ So far as it is reasonably practicable as regards any place of work under the employer's control, the maintenance of it in a condition that is safe and without risk to health, and the provision and maintenance of a means of access and egress that is safe and without such risks;
- ◇ The provision and maintenance of a working environment for his/her employees that is, so far as it is reasonably practicable, safe, without risks to health, and adequate as regards facilities and arrangements for their welfare at work.

### Modified Extracts from Sections 7 and 8 of the Health and Safety at Work etc. Act 1974 – General Duties of Employees.

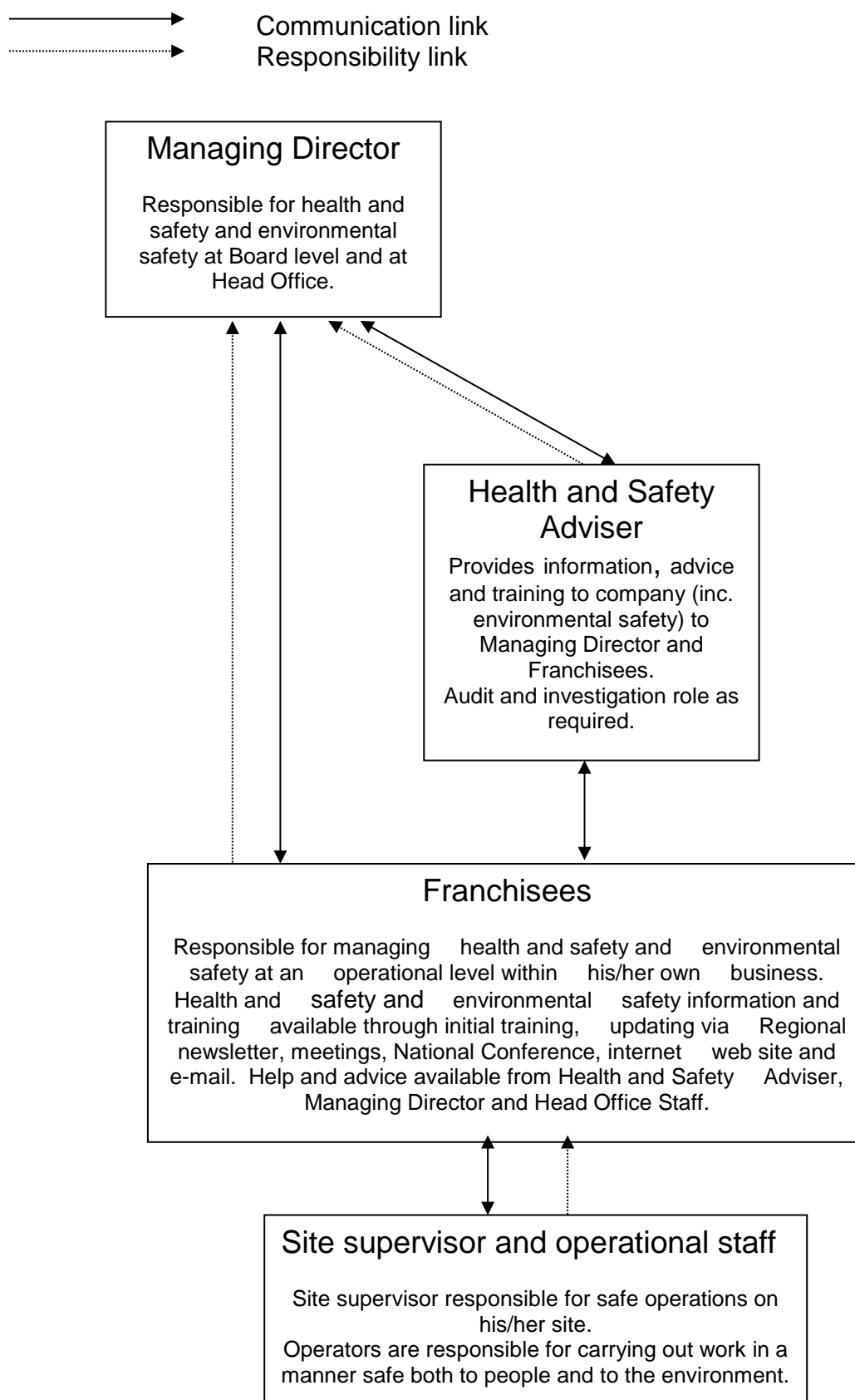
Section 7 – It shall be the duty of every employee while at work:

- a) to take reasonable care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions
- b) as regards any duty or requirement imposed on his/her employer or any other person by or under any of the relevant statutory provisions to co-operate with him/her so far as is necessary to enable that duty or requirement to be performed or complied with.

Section 8 – No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any relevant statutory provisions.



## Managing Safety – Organisational Structure



## The business and operating standards of Complete Weed Control Ltd. and franchisees - Ten Point Statement

- ◇ Complete Weed Control Limited, including all its regional offices, pursues a policy of implementing quality assurance standards, and constantly up-dates and maintains an Operating Manual and other documentation which ensures that the highest standards are maintained at all times.
- ◇ All the pesticides we supply and use are fully approved in accordance with the requirements of The Food and Environment Protection Act 1985 (FEPA) and the current Control of Pesticides Regulations (COPR). They are used in accordance with the label recommendations made under the Approvals Consent.
- ◇ The tank mixing of pesticides, used or recommended, is in accordance with the manufacturers' recommendations and complies with guidelines set out by the Department of the Environment, Food and Rural Affairs (DEFRA) and/or other enforcing authority
- ◇ Any advice and recommendations made are given under the supervision of a person holding a BASIS Certificate for Selling and Advising in Amenity Plant Protection or equivalent
- ◇ All chemicals are stored safely and properly in conditions that meet or exceed the current minimum legal requirements. The stores are normally managed by persons holding the appropriate Certificates of Competence for Storekeepers issued by BASIS
- ◇ Our operators have been given full training in the safe handling and correct application of the products to be used, and either hold a full NPTC Certificate of Competence in the foundation module (PA1) and appropriate application module(s), or are working under the direct and personal supervision of a certificate holder
- ◇ Our operators are issued with a full and proper assessment of risk of the work to be done and the product(s) to be used as required under COSHH and the Management of Health and Safety at Work Regulations. They will have been issued with, and instructed to wear, the personal protective equipment (PPE) identified
- ◇ Before starting work, our operators take into full account the local environment with special regard to weather conditions, the proximity of watercourses, local drainage and the location of neighbouring properties and people. This should ensure high levels of personal and environmental safety and maximum efficacy of the treatment
- ◇ The Company maintains a Public Liability insurance policy. This policy provides a third party maximum indemnity of between £1 million and £5 million for any single claim.

- ◇ Any complaint made to us concerning standards of work, efficacy of treatment or damage to neighbouring property will be attended to promptly. Any remedial action that is agreed necessary will be carried out in full co-operation with the client, and will be completed as quickly as possible, conducive with weather conditions or any other factors which may influence such work.

## Employee Induction Training

**Objective:** To provide information about the business and its methods of operation and to ensure that all personnel comply with the safety and other operational standards of our business and provide the high professional standards that our customers expect. For employees whose first language is not English we will use this opportunity to assess their general levels of understanding and ability to communicate effectively.

**Requirements:** All new staff are to be made to feel at home as quickly as possible. It is essential to acquaint them systematically with their new colleagues, working environment and safe systems of work.

**Key Areas:** Welcome to Complete Weed Control

- ◇ The business history and background
- ◇ The industry sector and our share of the market
- ◇ Our customers
- ◇ Our employees

### Personal needs

- ◇ Hours of work – normal start and finish times
- ◇ Meal breaks and facilities
- ◇ Clothing
- ◇ Welfare facilities and personal hygiene
- ◇ Capabilities with written and spoken English

### Staff and working environment

- ◇ Introduction to staff with whom new employee will be working
- ◇ Tour of business premises
- ◇ Appropriate telephone numbers to be provided

### Conditions of Employment

- ◇ Job description
- ◇ Contract of employment
- ◇ Hours of work, overtime, bonus (as appropriate)
- ◇ Holiday entitlement
- ◇ Salary/wages - how and when paid
- ◇ NI, income tax and other deductions
- ◇ Sickness/accident procedures
- ◇ Disciplinary and grievance procedures

#### Staff regulations - health and safety

- ◇ Fire regulations/precautions
- ◇ Smoking/non-smoking areas
- ◇ Depot/site security
- ◇ First aid personnel/facilities/equipment
- ◇ Reporting and recording of accidents and incidents
- ◇ Consultation arrangements
- ◇ Health and safety policy, notices and manuals
- ◇ HSE guidance in language other than English where appropriate
- ◇ Health and safety adviser
- ◇ Risk assessments including COSHH assessments
- ◇ Method statements and other safety-related information
- ◇ Manual handling

#### Staff regulations – environmental safety

- ◇ Fire precautions and emergency action
- ◇ Depot/site security
- ◇ Reporting and recording of accidents and incidents
- ◇ Consultation arrangements
- ◇ Environmental policy, notices and manuals
- ◇ Environmental risk assessments including COSHH assessments
- ◇ Method statements and other environmental safety related information
- ◇ ISO 14001 scheme and associated procedures

#### Company organisation as appropriate to include:

- ◇ Structure of Complete Weed Control
- ◇ Role of different departments
- ◇ Channels of communication
- ◇ Other business procedures as may be relevant e.g. ordering, job cards, time sheets, etc.

#### Quality and service

- ◇ Company quality assurance scheme – ISO 9001
- ◇ Standard of behaviour towards client or their representative, other employees and the public
- ◇ Appropriate workwear and CWC corporate clothing
- ◇ Standards of work

## Key items of UK Legislation concerning pesticides, their supply, storage and use.

A considerable range of legislation covers the supply, storage and use of pesticides in professional use areas. Key items include:

**The Food and Environment Act 1985 (FEPA)** – part III of this Act gives Ministers the power to make Regulations to control the import, sale, supply, storage use and advertisement of pesticides.

**The Control of Pesticides Regulations 1986 (COPR)** – and subsequent updates - these implement part III of FEPA and impose controls on those who sell, store and use pesticides, requiring certification of certain groups.

**The Plant Protection Regulations 1995** – implement various European Community Directives concerning the placing of plant protection products on the market.

**The Control of Pesticides (Amendment) Regulations 1997** – these clarify the scope of the 1986 Regulations and provide clarification of the rules that apply to adjuvants.

**The Pesticides Act 1998** – this Act extends public access to information about pesticides. It also empowers local authorities to seize and dispose of pesticides where there has been a breach of pesticides legislation. It gives additional powers to enforcement officers to withdraw and re-issue enforcement notices; to question witnesses; and to photograph evidence where necessary.

**The Health and Safety at Work etc. Act 1974** – this imposes general obligations as follows:

- ◇ On employers to ensure so far as is reasonably practicable, the health, safety and welfare at work of their employees
- ◇ On the self-employed and employees to take reasonable care of their own health and safety and that of others
- ◇ On suppliers to ensure that substances are safe and without risk to health when properly used and to provide information to their customers

**The Control of Substances Hazardous to Health Regulations 2002 (COSHH)** – these apply to all hazardous substances in the workplace and affect all businesses. Employers must carry out risk assessments of all the substances hazardous to health within the working environment. Control measures must be introduced to keep personal exposure down to legally required or otherwise acceptable levels. Employers are required to monitor exposure and the effectiveness of equipment used to control exposure. They may also be required to carry out health monitoring of their employees. Employees also have responsibilities under these regulations.

**The Management of Health and Safety at Work Regulations 1999** – these set out many of the requirements on employers to ensure that work can be carried out safely and without undue risks to health. A key requirement is that of risk assessment.

**The Water Supply (Water Quality) Regulations 1989** – these give effect to the EC Directive on the quality of water for human consumption and include the Maximum Admissible Concentration (MAC) for pesticides and related products.

**The Water Resources Act 1991** – this deals with the control of water quality and water abstraction. The Environment Agency is responsible for the protection of controlled waters from pollution.

**The Control of Pollution Act 1974** and **The Control of Pollution (Amendment) Act 1989** – these Acts deal with the disposal of controlled and other wastes and the licensing

**The Environmental Protection Act 1990** – amongst a number of other requirements this Act introduces the principle of the duty of care when disposing of wastes.

**The Wildlife and Countryside Act 1981** – this Act specifies the protection of named animal, bird and plant species.

**The Poisons Act 1972** – this controls the distribution of pesticides scheduled as poisons.

**The Highly Flammable Liquids and Liquefied Gases Regulations 1972** – these lay down requirements on the marking of containers and storage accommodation for highly flammable liquids, including some pesticides.

**The Consumer Protection Act 1987** – this contains provisions concerning liability for damage caused by defective products, the safety of consumer goods and misleading price information.

**The Unfair Contract Terms Act 1997** – this places limits on exclusion clauses for negligence, breaches of contract, sale or supply of goods and liability for other contracts.

**The Regulatory Reform (Fire Safety) Order 2005** – this requires the business to nominate a “responsible person” who must ensure that a suitable and sufficient risk assessment is carried out regarding fire safety and that the findings of such an assessment are acted upon.

## Documents providing useful additional sources of information.

- ◇ Code of Practice for Using Plant Protection Products (DEFRA Publications - 0645 556000)
- ◇ Code of Practice for Using Plant Protection Products in Scotland – published by The Scottish Executive ISBN: 0-7559-5093-3
- ◇ Code of Practice for Suppliers of Pesticides to Agriculture, Horticulture and Forestry (DEFRA Publications - 0645 556000)
- ◇ Local Environmental Risk Assessments for Pesticides, A Practical Guide (DEFRA Publications - 0645 556000)
- ◇ Guidelines for the Use of Herbicides on Weeds in or Near Watercourses and Lakes (DEFRA Publications - 0645 556000)
- ◇ General COSHH Approved Code of Practice (ISBN 0 7176 1670 3, HSE Books L3 - 01787 881865)
- ◇ Safe Use of Work Equipment Approved Code of Practice and Guidance (ISBN 0 7176 1626 6, HSE Books L22 - 01787 881865)
- ◇ Personal Protective Equipment at Work Guidance on Regulations (ISBN 0 7176 0415 2, HSE Books L25 - 01787 881865)
- ◇ The UK Pesticide Guide (current edition, BCPC Publications Sales - 0118 934 2727)
- ◇ Pesticides (current edition The Stationery Office Publications Centre – 0171 873 9090)