OCCUPATIONAL HEALTH & SAFETY MANUAL

MC SCAFFOLDING H&S Manual 2021/ 22

Contents

1.0 Introduction

This MC Scaffolding Manual including the Health & Safety Policy and Safety Management System (SMS) has been prepared to comply with the statutory requirements of Section 2 (3) of the Health and Safety at Work etc. Act 1974. Contained within this document is MC Scaffolding's policy organisation and arrangements for occupational health, safety, and welfare, for all our business activities in the UK.

For and on behalf of the MC Scaffolding.

Mark Whitewood – Managing Director
Responsible for Safety, Health, Environment and Quality Date: as front page

1.1 Principals of the Safety Management System

We continually monitor and review our systems and procedures' MC Scaffolding have engaged with an external safety consultant who inspects our projects and internal procedure's, this ensures we receive a true analysis on our safety management systems. The key to providing a safe and healthy work environment is to ensure that effective health and safety management systems are in place and are operating correctly by management.

Leadership & Accountability

- Senior Management Commitment & Direction;
- HSE Policy implementation and communication;
- Employee Roles & Responsibilities Communicated and understood;

Planning (Plan)

- Hazard Control & Risk Management
- Laws & Regulations **(understanding & implementation policy)**

Implementation (Do)

- Education & Training, **(new and existing employees);**
- HSE Communication **(TBT, Etc.);**
- Documented Procedures & Work instructions;
- Management of Documents & Records;
- Operational Controls **(Direct, Indirect Supervision);**
- Design and Engineering Solutions;
- Management of Change **(Safety Behaviour);**
- Emergency Planning & Medical Surveillance.
- Incident Investigation & Reporting.

Check & Monitor (Check)

- Monitoring and Measuring **(Audits & Inspections);** Internal audits; Consultation with employees and workers.

Management Review (Act)

- Corrective and preventative action **(following accident/incident);**
- Proactive action **(following other company's accidents/incidents);** Reviewing and updating SMS.

Process Assessment & Improvement
These duties are explained more fully in the Safety Management System (SMS) detailed in this document, which is based upon the Management of Health and Safety at Work Regulations 1999, and its Approved Code of Practice and a proven interpretation of the Health and Safety Executive's publication HS (G) 65 -*'Successful health and safety management'.*

1.2 Performance Statements

This document details legislation, guidance and performance standards for health, safety, and welfare that must be adhered to. However a number of these arrangements are expanded upon in other documents including where relevant:

- The Health and Safety at Work etc Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- The Work at Height Regulations 2005 (as amended);
- Construction Design and Management Regulations 2015 (CDM);
- British & European Standards;
- Company Health and Safety policies and procedures;
- HSE Guidance;
- The National Access and Scaffolding Confederation (NASC) - Safety and Technical Guidance Notes, particularly SG4 and TG20 latest editions.

1.2.1 Generally Recognised Configurations

The Work at Height Regulations 2005 requires that all scaffolding structures are designed and calculated for strength and stability, unless constructed in accordance with a generally recognised standard configuration. All tube and fitting scaffolds must be assembled in accordance with TG20, the NASC's *'A comprehensive guide to good practice for tube and fitting scaffolding',* and all system scaffolding to be erected in compliance with the manufacturer's instructions/manual, or to be specifically designed.

Basic Tube & Fitting scaffolds deemed not to require bespoke design will be constructed in accordance with a standard solution TG20 compliance sheet that takes account of the site location, season adjustment and topography of the scaffold assembly.

1.3 Health and Safety Objectives

To help maintain the highest standards of health and safety performance and ensure continuous improvement, the company and our external safety consultant will establish and review objectives for H&S as part of the PDCA cycle. These objectives and the processes for monitoring, reviewing, and up-dating H&S are contained within the various sections of this document.

2.0 Leadership & Accountability (Health and Safety)

MC Scaffolding drive safety. In order for any business to succeed effective level of health and safety it must have a clear strategy for achieving safe operations, including monitoring and reviewing to ensure that the strategy remains effective too.

- Planning the way forward to establish a safe system of work;
- Delivering on what matters conformance, compliance and competency;
- Regular monitoring to ensure that the delivery remains effective; and reviewing performance and direction of safety so that the next planning cycle (PDCA) can be effective.

2.1 Implementation of this policy

An integral part of any effective management system is ensuring that all staff are properly trained in the duties that they are to undertake where required.

MC Scaffolding will ensure that the correct people in the organisation carry out the correct tasks is an essential element of management. The role and responsibilities are detailed to enable people to understand thoroughly what is required of them.

The organisation chart on the previous pages provides and the following text details responsibility and accountability:

- MC Scaffolding will ensure that adequate planning and organisation for health and safety occurs;
- MC Scaffolding will provide information to employees and other persons to carry out work on behalf of the company;
- MC Scaffolding will undertake risk assessments as part of the RA/ MS process with regular review.

MC Scaffolding will ensure adequate monitoring of the arrangements for health and safety management and maintained by management. In addition, the whole process will be reviewed by director and senior management so that lessons can be learnt and incorporated into planned improvements.

Whilst Directors retain overall accountability for the implementation of the Safety Management System, MC Scaffolding Managers and Supervisors are responsible for the day-to-day application of the Safety Management System.

The director, with assistance from the H&S team, will ensure the following are completed for work operations on site and in the yard:

- Induction Training;
- COSHH Assessments;
- RAMS (Risk Assessments and Method Statements);
- DSE Assessments;
- HAVS/Noise assessment;
- Portable Appliance Testing;
- Manual Handling Assessments;
- First Aid Appointed Person;
- PPE/PFPE Inspections;
- Plant/Equipment Inspections;
- Subcontractor Assessments;
- Workplace Safety Inspections;
- Fire Safety/Assessment;
- Servicing and maintenance of plant and equipment.

2.2.1 General Responsibilities for Managing Health & Safety

This section covers the basic general responsibilities for managing occupational health and safety at MC Scaffolding that all employees have duties to:

- Co-operate with the Company to enable it to fulfil its statutory duties.
- Take steps to ensure that, so far as is reasonably practicable, they do not adversely affect the health and safety of themselves or of other persons.
- Ensure that they do not interfere with or misuse anything provided in the interest of health, safety or welfare.
- Instill a positive safety culture.
- All employees are responsible for ensuring that any act or condition identified as unsafe, or any situation that introduces the imminent danger in the workplace, is dealt with in the correct manner.
- Allow continuous improvements in management standards.

2.2.2 Director

Duties are to:

1. The Director is responsible for bringing the policy/manual to the attention of all staff, and subcontractors, upon or soon after joining the company and ensure compliance through monitoring arrangements. To ensure arrangements are made within their control for trained personnel, including the duty holder if appropriate, to carry out suitable, and sufficient risk assessments of work activities including use of substances, to eliminate or control risks to the health and safety of employees.

2. It is the responsibility of the Director with the assistance of the Depot Managers and Safety consultant, to assess the implications of new legislation, and best practice, investigation/audit reports, monitoring systems etc., for the Company, and to amend the Safety Management System as necessary.

3. Ensure that arrangements are in place so those that are under their control, particularly young persons under 18 years of age, persons whose first language is not English and trainees are made aware of, and understand their roles and responsibilities as set out in this Policy/Manual, including the control measures put in place for safe working, relevant to the work that they carry out.

4. Ensure that managers under their control are fully aware of their roles and responsibilities, procedures relating to their work e.g. safety management system, etc.

5. Ensure that arrangements are in place for risk assessments, and regularly review is carried out.

6. Ensure that arrangements are in place for safe systems of work to be established and communicated to all concerned through toolbox talks.

7. In conjunction with the H&S Safety consultant arrange safety meetings for employees to draw to their attention any changes in legislation or potential hazards in the workplace. Encourage management under their control to openly discuss any health and safety issues of concern to ensure early and satisfactory closure with all staff.

8. Foster an understanding of those under their control that the prevention of occupational injury or illness are an integral part of the business and operational efficiency, as well as being a moral and legal obligation.

9. Ensure that recruitment, selection and training processes are in place so that staff is competent in their work and see that all, particularly those under 18 and trainees, are properly supervised and records kept of their progress.

10. Ensure workers' participation and representation via safety committees.

11. Set a personal example in accordance with Company health and safety requirements.

12. Liaise, co-operate and collaborate with Company managers in other areas, sites and customer or client representatives to ensure the promotion of good health and safety practice to help prevent accidents and ill health to employees and third parties.

13. Ensure that adequate welfare and first aid facilities including sufficient numbers to administer first aid are provided in each workplace under their control.

14. Ensure that any recommendations made by Company Health and Safety Consultant during audit, accident investigation and inspection action in good time.

15. See that all accidents and incidents are recorded, reported and investigated.

16. Ensure that fire equipment is properly maintained and that adequate fire signage is in place and that staff are properly trained in fire procedures.

17. Ensure that measures are in place for vehicles to be checked daily, regularly serviced and keeping driver training up to date.

2.2.3 Site Managers

Their duties are to ensure that:

1. To ensure adequate supervision, training and instruction (induction) on their first day of employment. Provided for persons under their control, particularly young person, and whose first language is not English and trainees are made aware of and understand their roles and responsibilities and set a personal example on the elimination of potential hazards and working safely.

2. The policy/manual to the attention of all employees, and subcontractors, upon or soon after joining the company and ensuring compliance through monitoring arrangements. To ensure arrangements are made within their control for trained personnel, including the duty holder if appropriate, to carry out suitable, and sufficient risk assessments of work activities including use of substances, to eliminate or control risks to the health and safety of employees.

3. Arrangements are made within their control for trained personnel, including the duty holder if appropriate, to carry out suitable and sufficient risk assessments of work activities including use of substances, to eliminate or control risks to the health and safety of employees.

4. All personnel under their control are competent and that the safety management system is adhered to.

5. To ensure that the company health, and safety procedures, documents, and all relevant information remain current with the Company's activities, and changing legislation.

6. Personnel under their control are supervised, so far as is reasonably practicable, to ensure that the arrangements for health and safety are properly implemented.

7. All work carried out at the workplace assembled to a recognized standard. All plants, machinery and equipment therein comply with statutory requirements and approved or agreed standards.

8. They and their staff are conversant with the Company’s accident/incident, dangerous occurrence and damage reporting procedures and the reporting of injuries, diseases as specified by current regulations. The cause of any accident, dangerous occurrence or work related ill-health is to be thoroughly investigated and any recommendations made to prevent a recurrence must be carried out.

9. Adequate first aid supplies and facilities are available to an appropriate level and a sufficient number of first aiders and responsible persons are appointed to administer first aid.

10. Statutory notices are displayed, as required, and that all statutory or Company registers are provided and used.

11. They have available and arrange to issue where necessary, suitable and sufficient safety equipment and protective clothing, in accordance with current regulations and Company instructions.

12. On site they set a personal example by wearing the appropriate protective clothing and equipment and arrange for adequate stocks of PPE (Personal Protective Equipment) to be available at each location under their control.

13. All employees and contract staff under their control have been instructed and trained in relation to health and safety so far as is reasonably practicable in their work activities and adequate training records are kept.

14. Adequate programs of safety inspections, review and audits are in place and that adequate resources are available to implement any required improvements.

15. Ensure that arrangements are in place for safe systems of work to be established and communicated to all concerned by toolbox talk.

16. See that all accidents and incidents are recorded and reported to the Director and H&S team.

2.2.4 Yard Manager and Yard Staff

1. These arrangements outline the standard operational procedures, when working in the yard.

2. All visitors to Company locations, including delivery drivers, sub contractors etc. are instructed to follow Company site rules for health and safety.

3. Ensure that all employees are company inducted, appropriately trained or instructed and authorised people to operate any plant or equipment.

4. Company procedures for segregation, inspecting, checking for faults or damage to various items of returning equipment is carried out after checks have taken place.

5. Damaged materials are those materials that require repair. Materials that require checking/servicing are also to be categorized as damaged/faulty.

6. Damaged materials are to be stored in an area of the yard suitably signed (ie material not fit for use).

7. When repairs have been carried out, or the items have been serviced, the materials are then to be moved to a fit for use are in the yard.

8. All relevant statutory inspections and relevant maintenance schedule, checking procedures for safety critical plant (Forklift truck, FFE, etc) should be maintained and updated.

9. All plant and equipment is easily identifiable by paint, number, safe working load, nameplate, scaffold board band, or other means of identification laid down by the Company.

10. Before dispatch, all ropes, gin wheels and any other item of registered plant are numbered and carry valid certification.

11. Due care and attention should be paid when handling, loading, unloading and stacking equipment to ensure that Company procedures and relevant risk assessments are in place and complied with and that safe working loads are not exceeded.

12. PPE identified in the various risk assessments is supplied and used.

13. The first aid box is well stocked.

14. Weights of various materials and manual handling limitations and techniques are explained, emphasising that mechanical means or help should always be obtained for anything that is too heavy to handle alone.

15. Responsibility is taken for any sub-contractors or visitors in the yard, seeing that they have been suitably inducted, wear the correct PPE and follow Company rules and procedures.

16. Ensure that fire equipment is properly maintained and that adequate fire signage is in place and that staff are properly trained in fire procedures.

17. Ensure that measures are in place for vehicles to be checked daily, regularly serviced, and keeping driver training up to date.

2.2.5 Administration Support

- Providing daily administrative support to senior management.

- Managing the efficient distribution of incoming mail, ongoing monitoring of quality and distribution of quotes, extras, correspondence, method statements, and providing secretarial back up.

- Ensure that all accidents reported in accordance with Company Policy for Health, Safety & Welfare.

- Preparation of staff induction paperwork.

- Monitoring and maintaining holiday, and sickness records. To issuing and keeping efficient filing system for staff disciplinary letters.

- To develop and implement the company planning, training strategies with line and senior management, which consider immediate, long, and short-term staff training requirements and development sufficient skilled staff to undertake and maintain company function.

- To maintain and keep up to date staff training in the form of a training matrix. To book and develop the company employees.

- To maintain periodic statutory tests and inspections relating to the maintenance of premises, plant and equipment, e.g. lifting equipment and accessories, forklift trucks etc., are carried out. Records must be kept in the location safety file for inspection and audit.

2.2.6 Supervisors, SSSTS, Foreman, Leading hand or equivalent

Their duties are to ensure that:

1. All personnel under their control are adequately trained, fully aware of, and instructed in their responsibilities as imposed by regulations, codes of practice and company procedures, and take steps, so far as is reasonably practicable.

2. To allocate work in accordance with the employee's level of training, establish, manage and implement the contents of the task specific Risk and method statement and safe systems of work. To coordinate with the visiting management on any non-conformance, or any employee concern regarding health and safety issues.

3. They take part in risk assessments of work activities to eliminate or control risks to employees and that these assessments are communicated to all those concerned by means of a toolbox talk and ensuring that advice or instructions given are properly implemented of their responsibilities.

4. Each workplace under their control is safe, that the appropriate equipment is available and used, that proper consideration is given to other persons who could be affected by MC Scaffolding work activities and that a safe system of work is in place.

5. Foreseeable risks of injury, such as poor housekeeping or damage are brought to the attention of company and site management and express steps are taken to eliminate such risks.

6. All equipment is erected, installed or operated to a high standard, which complies with relevant NASC Technical and Safety Guidance notes (e.g. TG 20, SG4 & TG4 latest edition), codes of practice, system manuals, current regulations, and design and company procedures.

7. Adequate supervision, training and instruction are provided for persons under their control, particularly trainees. They must set a personal example on the elimination of potential hazards and working safely.

8. Adequate personal protective equipment is readily available and used where necessary.

9. Set a personal example by wearing the appropriate protective clothing and equipment.

10. To maintain NASC SG4 Preventing Falls in Scaffolding Operations implements the scaffstep system (or advance guardrail system or a similar collective fall device).

2.2.7 General duties of employees

All persons at work carry individual responsibilities that are laid down in several relevant statutory provisions, the main statutes being the Health and Safety at Work etc., Act 1974, and the Management of Health and Safety at Work Regulations 1999 as follows:

- All employees have overall responsibility for the effective planning and implementation of the H&S Policy/Manual and to take reasonable care of themselves and others who may be affected by their acts or omissions.

- To cooperate with MC Scaffolding so far as is necessary to enable the employer to comply with his statutory duties.

- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety, or welfare.

Note: Employees are reminded here that a breach of safety procedures could possibly result in disciplinary action being taken by the company, and that provision is made in the Health and Safety at Work Act 1974 for certain breaches to be actioned by the Health and Safety Executive. In simple terms, this means employees shall:

- Where PPE is required to adequately control risks following the risk assessment, the employer must ensure compatibility of equipment. To understand reporting loss or defect procedures, use of personal protective equipment in line with information, instruction and training.

- To ensure all materials and equipment is inspected prior to use, free from defects and fit for purpose.

- Staff before using substances that could be hazardous to health ensure an understanding of the requirements provided on safety data sheets and COSHH Assessments.

- The Company requires the full support of all employees and subcontractors to have effective accident prevention, and implement risk management.

- Subcontract agencies should provide evidence of competency for the tasks they are expected to perform, and that their agents and representatives are both qualified and competent to carry out works on our site and premises.

- To follow safety procedures (TG20, SG4 latest edition) and CISRS training.

- To inform on any situations posing serious and imminent danger.

- Do not play dangerous practical jokes or "horseplay" on site;

- Report any injury to yourself which results from an accident at work, even if the injury does not stop you working;

- To report defective equipment and dangerous situations. Complying with management requests and instructions.

- To advise on any shortcomings in the employer's control measures that he might reasonably be expected to notice.

- Not do anything likely to endanger themselves or others.

- All young persons under 18 years of age are properly supervised.

- Where employers have devised safe systems of work for handling loads, employees must follow them.

    - To avoid hazardous manual handling operations where reasonably practicable.
    - To follow manual handling skills and techniques covered as part of the Construction Industry Scaffolders Record Scheme (CISRS) and NASC SG6 Manual handling in the scaffolding industry.

2.2.8 Contract/ agency workers

Note: MC Scaffolding does not currently employ agency workers; however, the following section has been added if MC Scaffolding require agency labour in the future, the use of which will be strictly controlled.

1. Subcontract agencies should provide evidence of competency for the tasks they are expected to perform, and that their agents and representatives are both qualified and competent to carry out works on our site and premises.

2. Subcontract/agency labour is bound by the same rules as direct labour and is required to carry out work in accordance with the MC Scaffolding's Safety Management System.

Managers should ensure that:

3. Arrangements are in place to ensure that contract/ agency workers are acquainted with and adhere to the Company Safety Management System and any other procedure or special instructions, which may be in force relevant to specific operations.

4. A copy of the Safety Management System and other relevant information is made available to the sub-contractor upon acceptance of the terms and conditions of the contract agreement. Further copies will be made available, including any revisions or additions to its contents.

5. Managers will ensure through structured meetings that contract and agency workers understand our procedures or specific work methods.

6. Adequate supervision complements the provision of information, instruction and training in ensuring that the Company Safety Management System is effectively implemented and developed. Subcontract/agency labour will therefore be supervised to the same degree as direct labour.

7. Subcontractors working at Company locations, carrying out maintenance work, etc., must provide risk assessments and method statements (if applicable) for the works being carried out. The levels of training required for using any plant or equipment to be consistent with that applied to employees working directly for the Company.

2.2.9 Company Vehicle Drivers

Only persons who have been appointed by the Director may drive company vehicles. All authorised drivers must provide a copy of their driver's licence (a copy of the driver's licence will be retained in the personnel file). Driver's licenses may be checked periodically.

Authorised company vehicle drivers must:

- Obey the Highway Code at all times and behave with respect to other road users and pedestrians and drive safely at the correct speed limit.
- Ensure their vehicle is maintained in accordance with the manufacturers recommended service intervals.
- Carry out daily vehicle checks, and Report/record any defects immediately and arrange repairs accordingly.
- Check oil, water and tyre pressure regularly, i.e. weekly.
- Clean the vehicle regularly.
- Not overload the vehicles or carry more passengers than the vehicle is rated for.
- Adhere to the highway legislation as the driver is responsible for all enforce action e.g. fines, endorsements etc.
- Carry company vehicle insurance details in case of an accident
- Report all accidental damage to the company immediately and complete all necessary insurance paperwork promptly.
- Plan all journeys to allow sufficient time for breaks e.g. plan a break every 2 hours. Do not drive when tired.
- Avoid making mobile phone calls whilst driving. Only use mobile phones with hands free kits.
- The employee must ensure that passengers are protected against the discomfort of tobacco smoke.

2.2.10 Managing Refusal to Work on Grounds of Health and Safety

The company recognises that all staff, however employed has the responsibility to take reasonable care of themselves. The refusal to work on grounds of health and safety the objective is to remove employees' fear of disciplinary action, or being disadvantaged in any way, if they refuse to work on the grounds of health and safety and thereby encourage the identification of unsafe acts and conditions.

Arrangements for investigating refusals to work due to safety concerns

- Operative refuses to carry out a task due to concerns that the task is unsafe;
- He reports this to his immediate supervisor;
- The supervisor will investigate the concern with the operative and refers to the risk assessment and method statement to identify if they are suitable. The supervisor and the operative will discuss the concern and hopefully identify a safe method to complete the task;
- Where the operative continues to refuse to carry out the task, the supervisor will call for assistance from the supervisor and the company H&S consultant . They will again discuss the concern with the operative and refer to the risk assessment and method statement to identify if they are suitable and hopefully identify a safe method to complete the task;
- At this point the safety advisor will record the concern and the outcome of the investigation (on the Refusal to Work Form if required);
- Where the operative's safety concern is justified the safety advisor will stop the task until a new safe system of work is provided to the operative;
- Where the operative's safety concern is not justified and the safety officer will record the fact on the investigation report and instruct the supervisor to recommence the task;
- If the operative continues to refuse to carry out the task due to his opinion that it is unsafe, he will be reallocated another task;
- If the company considers the operative's refusal to work as unreasonable or malicious then normal company disciplinary procedures will be followed.

Record Keeping

Records will be kept by the following:

- Employee concern record;
- Investigation reports;
- Statements;
- Employee disciplinary hearings.

Note: the internal incident and the investigation form will be passed onto the Director for his information and comment. The incident will also be raised at the next safety meeting.

2.2.11 Health and Safety Committees

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG20 Consultation with the workforce.

2.2.12 Health and Safety Support

The Company employs the services of an independent safety, health environmental and quality (SHEQ) consultants to provide professional assistance and guidance to support the line-management and Admin team. They, together with support from MC Scaffolding's admin team are appointed as competent advisors and help discharge the Company's duties under Regulation 7 of the Management of Health and Safety at Work Regs 1999.

They are also responsible for keeping the Company up to date with developments in occupational health and safety, new and changing health and safety legislation, case law, and best practice.

2.2.13 Temporary Works Coordination

MC Scaffolding's Site Managers are responsibe for ensuring all scaffolds are erected to a recognised configuration or design. They will act as Temporary Works Coordinators and arrange all necessary design (and where required, will arrange specialist design/temporary works advice).
Construction (Design and Management) Regulations 2015: All persons with design responsibilities will be required to comply with their duties placed on them under the CDM Regulations 2015 and requirements placed on them by the principal designer and the Client.

Temporary Works
This section is to provide an outline of the requirements of 'The Construction (Design and Management) Regulations 2015, British Standard BS5975. Temporary works provide engineered solutions for scaffolding, or NASC TG20 or systems manual provides standard solutions.

Note: most of the company's works are covered by the system scaffolding manual, but this section covers those instances where design is required.

There are six steps to temporary works to enable MC Scaffolding to comply and the client to manage temporary works:

1. Appoint competent designers/installers/inspectors and coordinators where required (please note that the Contracts/Depot Manager will generally act as co-ordinator);
2. Define Temporary Work requirements at the design stage and initiate Temporary Works Register where required;
3. Provide documentary evidence of Temporary Works design and control where required;
4. Inspect and maintain to ensure fitness for purpose throughout the period that the Temporary Works are in place;
5. Review Temporary Works design whenever there is a change in requirements and update Register.

Scaffold Design
MC Scaffolding recognises that all scaffolding will be provided in compliance with the Work at Height Regulations 2005, and the relevant British and European Standards.

Any scaffold structure requiring design input (e.g. special structures) will be subject to a design risk assessment. Calculations will be made by a suitably competent Design Engineer and drawings produced. Any significant hazards or hazardous work sequences that cannot be designed out will be detailed in the drawing in text also, where appropriate within MC Scaffolding specific method statement and risk assessment which will be kept available for the use of persons concerned in the assembly, use, dismantling or alteration of scaffolding until it has been dismantled.

3.0 Planning (Plan)

3.1 Training and Competency

MC Scaffolding recognise its general duty to employees under section 2 (2) c of the Health and Safety at Work etc. Act 1974 to provide all necessary information, instruction, training, and supervision. To this end the company continually assesses the competency level of all staff, and where applicable subcontractors, to ensure that they are competent to fulfil their position within the company, and to carry out work safely.

All scaffolders must hold a CISRS/CSCS card to the appropriate level (e.g. Advanced Scaffolder, Scaffolder, Trainee Scaffolder or Scaffolding Labourer) with touchscreen test set as minimum standard for labourers (after which a COTS course will be arranged and CISRS Labourer Card).

MC Scaffolding will ensure that all employees are briefed on and understand the requirements of NASC Safety Guidance SG4 (current edition) 'Preventing falls in scaffolding operations'.

MC Scaffolding will ensure that NASC Guidance is followed at all times and scaffolders are competent (e.g. a minimum of one scaffolder in a gang must be trained in accordance with the manufacturer's instructions, ideally the CISRS System Scaffold Product Training Scheme (SSPTS) for the particular product used).

3.1.1 Induction Training

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG22 Induction training.

3.1.2 ID Checks for All Employees and Migrant Workers

MC Scaffolding has drafted this policy to ensure compliance with the requirements of UK's immigration laws and to state our commitment to provide a safe working environment for employees and contractors whose first language is not English.

At induction all employees will be required to supply proof of right to work in the UK.

The Director will be responsible for ensuring that this policy is implemented throughout the company and that safe working environment is achieved and maintained at all times. Where there is a risk to the safety of non-English speaking persons under their control the appropriate control measures are adopted.

Record keeping

- The copies will be filed in the individual's Personnel Files.

Ensuring Safety

The company will ensure the health & safety of migrant workers under their responsibility by:

- Providing information, instruction, training and supervision and making sure all workers can understand it.
- Ensuring migrant workers have the necessary knowledge and skills to do the work for which they have been employed, competently and safely;
- Ensuring workers understand that the company or employment agency/business or other labour provider has responsibilities for their health and safety;
- Providing literature in their native language;
- Providing translators for groups of workers were required;
- Monitoring this procedure for its compliance with line management.

3.1.3 Further Training is identified at the induction stage

- Basic accident prevention techniques and causation and consequences of accidents to be understood by staff.

- All sites based staff will receive specific on-site training, relating to safe systems of work & safe working practices of the project via risk & method statement induction.

- Reinforcement training will be required at appropriate intervals, which will depend on the observation of the workforce (Training needs assessment) Toolbox talks.

- In-house training needs shall be reviewed annually by management and advised by our H&S consultants to ensure the training needs analysis provides for both the needs of the individual and the requirements of the company to meet current industry standards.

- The induction shall include roles or responsibilities, briefing to company rules, and procedures. The induction must include NASC SG4: current for fall prevention, TG20: current for tube and fitting scaffolds, and SG6: current for manual handling and any other relevant information.

3.1.4 Modular Training (Tool Box Talks)

Modular training in the form of toolbox talks is used to help increase, and maintain general levels of health and safety awareness including maintaining, and developing personal key skills.

The Director and Manager can establish their own frequency of toolbox talks, as necessary. However, every operative must receive at least one toolbox talk per calendar month, covering a specific topic, as a minimum. A schedule of monthly toolbox talk topics must be prepared for a six month period. Additional general toolbox talks are a useful medium for general day to day communication of information such as sharing accident learning or introducing best practice. A record of attendance must be kept, with the signature of each attendee.

3.2 Risk Assessment

Introduction

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG7 Risk Assessments & Method Statements.

3.2.1 Planning for risk assessments

Risk assessment should be a well-planned and systematic process designed to consider all work activities and situations. In order for any assessment to be successful. It should not be restricted to a purely desktop exercise as it is the actual work activity which needs to be addressed.

The competent person's risk assessment based on a ‘theoretical’ understanding of the work activities, will be far more successful and will save time during the assessment process, and sufficient time should always be allocated to this stage of the process. There are a number of approaches to undertaking assessments, each with its own merits, and the competent person consideration should therefore be given to deciding what activities will form the basis of the assessment.

3.2.2 Generic risk assessment

Risk assessments should be specific to an individual work activities. Ideally, they should also be site-specific to ensure that all risks are adequately assessed at each work location. If the work activities are similar, the process of individually assessing each of those activities at every site can prove a daunting task, if not a wasteful exercise. The competent person may therefore find it useful to carry out a generic risk assessment that covers activities on a group basis. This could take the form of assessing a group of similar activities such as constructing basic independent access scaffold in accordance with SG4, and TG20 current, or loading and unloading materials, or assessing a single activity that occurs at several locations, example raising and lowering materials by rope and wheel.

3.2.3 Scaffolding Technical Performance Standards

Note: the company works all in compliance with all applicable legislation, British Standards, HSE Guidance and NASC Guidance Documents with the main ones detailed below, and Risk Assessments will consider the following health & safety documents:

Serial Number	Title of Guidance
TG1	No longer used – currently being updated
TG2	No longer used – currently being updated
TG3	Erection, Use and Dismantling of Temporary Rubbish Chutes on Scaffolding
TG4	Anchorage Systems for Scaffolding
TG5	Timber scaffold boards – An introduction to the revised standard BS2482:2009
TG6	Care and maintenance of scaffold boards
TG7	Scaffold Board Nailplates
TG8	Fire Damage
TG9	Guide to the design and construction of temporary roofs and buildings
TG10	Flame Retardant Treatments for Timber Scaffold Boards and Battens
TG11	Stress corrosion cracking in high tensile and alloy steels
TG12	Tying down of scaffold boards
TG13	Non-Standard Boarded Platform
TG14	Supplementary Couplers and Check Couplers
TG15	No longer used
TG16	Anchoring to the Ground
TG17	Identification of BS EN74 Scaffold Fittings
TG18	No longer used
TG19	No longer used
TG20	Operations Guide and Designers Guide

Statutory Instruments

This is not an exhaustive list.

The Employers Liability (Compulsory Insurance) Regulations 1969
The Health and Safety at Work etc. Act 1974
The Health and Safety (First Aid) Regulations 1981
The Electricity at Work Regulations 1989.
The Personal Protective Equipment at Work Regulations 1992
The Manual Handling Operations Regulations 1992.
The Health and Safety (safety signs and signals) Regulations 1996
The Health and Safety Consultation with Employees Regulations 1996
The Provision and Use of Work Equipment Regulations 1998
The Management of Health and Safety at Work Regulations 1999
The Workplace (Health, Safety and Welfare) Regulations 1992
The Health & Safety (Display Screen Equipment) Regulations 1992
The Construction (Design and Management) Regulations 2015.
The Lifting Operations and Lifting Equipment Regulations 1998
The Noise at Work Regulations 2005.
The Work at Height Regulations 2005
The Control of Vibration at Work Regulations 2005
The Control of Substances Hazardous to Health Regulations 2002 as amended
The Control of Asbestos Regulations 2012.
The Health and Safety (Information for Employees) Regulations 1989.
The Smoke Free Premises Regulations 2007.
The Regulatory Reform Fire Safety Act 2005.
The Corporate Manslaughter and Corporate Homicide Act 2007
Health and Safety Offences Act 2008.
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Serial Number	Title of Guidance
SG1	Control of Substance Hazardous to Health in Scaffolding (COSHH)
SG2	Asbestos Licences and Ancillary Work Involving the Scaffolding Contractor
SG3	Earthing of Scaffolding Structures
SG4	Preventing Falls in Scaffolding operations (Management Guide)
SG5	Overhead power sources
SG6	Manual Handling in the Scaffolding Industry
SG7	Risk Assessments & Method Statements
SG8	Reporting of Accidents Procedure
SG9	Use, Inspection and Maintenance of Lifting Equipment in the Scaffolding Industry
SG10	Requirements for the Use of Brickguards
SG11	Noise
SG12	Document not in system
SG13	Health Surveillance in Scaffolding
SG14	Safety Nets
SG15	Drugs and Alcohol at Work
SG16	Management of Fall Protection Equipment
SG17	Document incorporated in SG16
SG18	Welfare Facilities for the Scaffolding Contractor
SG19	A Guide to Formulating a Rescue Plan
SG20	Consultation with the Workforce
SG21	Entry into Confined Spaces
SG22	Induction Training
SG23	Document not in system
SG24	Document now incorporated in SG7
SG25	Access and Egress from Scaffolds
SG26	Scaffolding & Hoists
SG27	Temporary edge protection on open steelwork
SG28	Safe system of work for scaffolding associated with timber frame building construction
SG29	Internal Edge Protection on Scaffold Platforms
SG30	Working from Vehicles
SG31	Management of Slips, Trips and Falls
SG32	Guidance on the provision of inside board brackets
SG33	Guide to the construction of scaffold loading bays and loadbearing platforms
SG34	Guidance on protection of the public
SG35	Handover of Scaffold Structures
SG36	Unauthorised modifications to scaffolds

Note: *this SMS will not necessarily reviewed and revised simply because any of the stated standards have been updated.*

3.2.4 Specific risk assessment

There will often be occasions, particularly where there are multiple-site operations, where either work method differs from those on which generic assessments are based or where no generic assessment exists. In these instances 'local' assessments will need to be undertaken.

It is often the case that the Contract manager, supervisors are tasked with identifying such work activities and assessing the risk. It is important to ensure that the person undertaking the assessment is competent to do so. Such assessments need to be fed into a task specific risk assessment so that a degree of corporate control is

exercised over the process. It can also highlight areas where further generic assessments can be undertaken. Central control also allows for review periods to be monitored with reminders being sent out at the appropriate time. It is also important to ensure that such locally produced assessments have a degree of site ownership by the onsite competent person.

3.2.5 Dynamic risk assessment

MC Scaffolding will use either client DAB's (Dynamic Assessment Briefings) or use the RAMS book to dynamically risk assess the project where required.

Managers and Supervisors' Duties

Managers or supervisors must ensure:

1. Assessments are carried out and where relevant records are kept;
2. Control measures introduced as a result of assessments are implemented and followed;
3. Employees are informed of the relevant results and provided with necessary training;
4. Any injuries or incidents lead to a review of relevant assessments;
5. Employees always adhere to safe systems of work;
6. Safety arrangements are regularly monitored and reviewed;
7. Employees identified by the assessment as being at risk are subject to appropriate health surveillance;
8. Special arrangements are made, where necessary, for vulnerable persons.

Employees' Duties

Employees must ensure:

1. They report to management (in confidence) any personal conditions which may put them at greater risk when carrying out work activities;
2. They comply with all instruction and training;
3. Their own health and safety is not put at risk when carrying out work activities;
4. They use equipment and machinery in accordance with instruction and training;
5. Any problems relating to their work activities are reported to a responsible person, along with any shortcomings they believe exist in the arrangements made to protect them.

Information and Training

Suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

Any specific information, instruction and training needs identified will be provided. A responsible person will also regularly review training needs and refresher training will be provided at reasonable intervals.

3.3 Occupational Health

3.3.1 Asbestos

The objective of this policy is to prevent any harmful asbestos exposure to employees and any other persons who could be affected by the company operations where asbestos is present. The company will work in compliance with legislation and the safety guidance produced by the NASC, SG2 Asbestos.

The company currently do not undertake any asbestos scaffolding ancillary works to erect, alter, and dismantle within the vicinity of ACMs (which require an Asbestos Ancilliary licence).

The company does recognises the first stage in the management of asbestos in buildings is to ensure that, so far as is reasonably practicable, the presence of asbestos in the workplace is correctly and professionally identified by Refurbishment and Demolition surveys. This will require the preparation of a detailed asbestos register and building plan providing comprehensive survey of the interior and exterior of the building and its plant and equipment.

The company shall ensure that adequate information, instruction and training has been given to those employees who are, or who are liable to be exposed to asbestos, or who supervise such employees. This will ensure that they are aware of the properties of asbestos and its effects on health, including its interaction with smoking the types of products or materials likely to contain asbestos.

The company is aware that asbestos awareness training supported by regular toolbox talk is required to be given to employees whose work could potentially expose them to asbestos. In particular, to all demolition, and refurbishment projects or those workers at risk of becoming exposed buildings that contain ACMs.

3.3.2 Hazardous Substances

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG1 COSHH.

3.3.3 Health Surveillance & Screening

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG13 Health Surveillance in Scaffolding.

3.3.4 Manual Handling

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG6 Manual handling in the scaffolding industry.

3.3.5 Noise at work

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG5 Noise.

3.3.6 Vibration

Vibration exposure from prolonged work with power hand held tools or equipment can have an adverse effect on the hands and arms of the user.

It is the purchasing policy of MC Scaffolding to ensure that the noise and vibration produced by work equipment are considered together with the price when new purchases are made with a view to lowering the risk when equipment is used. MC Scaffolding will endeavour to purchase equipment that is advanced in technology and equipped with vibration absorbing features.

Various forms of injury can be caused by not effectively controlling vibrating equipment, collectively known as hand arm vibration syndrome (HAVS). The best known condition is vibration white finger (VWF), which is a reportable disease.

MC Scaffolding will consider the risks of health from vibrating work equipment as part of the risk assessment process in accordance with the Provision of Work Equipment Regulation 1998.

The risk assessment process will look at the work activities and the staff undertaking them. Calculation of the employee's vibration exposure will be required which is always averaged over an 8-hour reference period. An exposure action value of 2.5 m/s2 is set at or above which an employer has to introduce control measures. An exposure limit value of 5 m/s2 is set at a level which should not be exceeded. The company risk assessment will have to be reviewed periodically by line management.

- To control the risk, by reducing high vibration levels tools and equipment, exposure times;
- To eliminate by seeking alternative ways of carrying out the task without using high vibration tools;
- To reduce risk by making sure that all new tools have vibration control built in; limiting the usage time to those recommended by the manufacturer or supplier; keeping all tools and machines in good working order;
- Isolation by job rotation;

All controls established must as a minimum requirement and are provided in accordance with those specified in the Control of Vibration at Work Regulations 2005.

- To provide information, instruction and training in the correct use of tools and equipment;
- Method statement and safe systems of work briefings;
- Recognition of early symptoms of injury;
- Arranging advice and routine health checks if the use of high vibration tools is unavoidable;
- Assessing exposure levels; keeping warm and dry; use of anti-vibration PPE.

To ensure that operatives are aware of the effects of hand, arm vibration they will be provided with adequate information on the hazard and controls and given information in order to reduce the risk.

3.3.7 Smoking at Work

The primary legislation concerning smoking in the workplace can now be found in the Health Act 2006 and subsidiary legislation. The legislation relating to smoke-free premises came into force on 1 July 2007.

It is the policy of MC Scaffolding to maintain a smoke-free workplace to protect employees from the effects of second-hand tobacco smoke and to ensure compliance with the Health Act 2006.

3.4 First Aid & Recording

MC Scaffolding is committed to providing sufficient numbers of first-aid personnel to deal with accidents and injuries at work.

The company will provide information and training on first aid to employees to ensure that statutory requirements and the needs of the organisation are met.

Should employees have concerns about the provision of first aid, they should inform a responsible person so the organisation can investigate and rectify the situation if necessary.

Arrangements
First-aid personnel

MC Scaffolding will ensure there are sufficient first-aid personnel within the workplace where required. MC Scaffolding will at tender stage decide with the client if MC Scaffolding are required to supply first aiders (or if they will be supplied by the client for the whole site).

First-aid boxes

First-aid boxes will be provided within the workplace as required to ensure there are adequate supplies for the nature of the hazards involved. Only specified first-aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept. First-aid kits of the appropriate size and type will be placed in strategic locations as indicated by a first-aid risk assessment. First-aid boxes will be maintained and restocked when necessary by authorised personnel. These personnel will be aware of the procedure for re-ordering supplies.

Portable first-aid kits

Portable first-aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted, such as:

1. work with potentially dangerous tools and machinery away from base location;
2. staff travelling abroad on business;
3. staff travelling in vehicles on a regular basis, eg sales executives or delivery personnel;
4. staff whose work takes them to isolated or remote locations;
5. staff participating in sporting or social events arranged or supported by the organisation.

Recording accidents

MC Scaffolding require all accidents, however minor, to be recorded. MC Scaffolding provide an accident book at depots in which all incidents must be noted.

It is the responsibility of employees to ensure they complete an entry in the accident book as soon as possible after an injury. When the injured person is unable to enter an account into the accident book, the first aider or witness (where relevant) should do so. When an accident results in admittance to hospital or inability to continue working, the relevant manager must be informed immediately.

3.5 Accident Reporting & Investigation

MC Scaffolding will investigate all accidents and incidents.

1. An accident is an unplanned event that causes injury to persons, damage to property or a combination of both.

2. A near miss is an unplanned event that does not cause injury or damage, but could do so.

The person responsible for coordinating all incident reporting is the Safety Consultant.

The Accident Book
All accidents resulting in personal injury must be recorded in the accident book. This is located in a central position at each of the depots and contains information that must be recorded under law.

Senior management to ascertain the nature of incidents that have occurred in the workplace will review the accident book regularly. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Reporting Procedure: Employees
In addition to an entry in the accident book, any accident or dangerous occurrence must be reported to a responsible person. Injuries which occur whilst carrying out work duties off-site must be reported in the same way and the occupier of the site should be advised accordingly.

If an injury renders an employee unable to make an entry in the accident book, a witness or someone who is able to enter an account of the incident should make the entry. The employee's account must be entered as soon as possible after the event.

Employees must ensure that they are aware of the location of the accident book.

All accidents and near misses must be recorded, however minor. Unless the organization is informed of these incidents, it will be unable to take remedial action.

A first aider may deal with the injury or an appointed person should take control of the situation.

However, if an emergency arises, medical assistance, e.g. an ambulance, must be called at the first opportunity. Any incident involving an emergency must be reported to senior management immediately.

Where an accident results in absence from work, employees must tick the appropriate box on the self-certification form. Employees who are absent as a result of an accident at work must keep the organisation informed of their progress, up to and including a return to normal duties.

Reporting Procedure: Managers
If an injury, damage incident or near miss is reported to a member of management, the manager should ensure that appropriate records are maintained AND the accident reported to the Director and Safety Consultant immediately.

MC Scaffolding wil also ensure that all RIDDOR accidents/incidents are reported to the HSE.

Note: only the director or Safety Consultant is authorised to report RIDDORS. In the event both are unavailable, then the Director will arrange for the H&S consultant or a manager to complete the RIDDOR.

MC Scaffolding will ensure that all records are kept of injuries, including over three days' lost time injuries and RIDDORS.

The manager is responsible for assisting contractors and visitors in complying with the organization's policy regarding accident reporting whilst on the organization's premises.

Reporting Procedure: Visitors/Contractors
Any non-employee who is involved in an accident or near-miss incident whilst on the organization's premises must report the incident immediately to the person responsible for his or her presence on site. If the person responsible is not available, the visitor/contractor must obtain the assistance of a responsible person to ensure that the organization procedure is adhered to.

All injuries must be recorded in the accident book, however minor. Visitors and contractors who are unable to enter their own account in the book must arrange for another person to make an entry on their behalf. Visitors and contractors should also notify their own employer where applicable.

Accident Reporting Procedure: Members of the Public
If an injury occurs to a member of the public on the organization's premises that results in their removal from site for hospital treatment, this is immediately notifiable online to the RIDDOR Database.

All incidents can be reported online, but a telephone service remains for reporting fatal and major injuries only.

The RIDDOR reference number must be recorded on the Accident Report Form.

3.6 Drugs & Alcohol at Work

Introduction

The company will work in compliance with legislation and the safety guidance produced by the NASC SG15 latest edition Substance Abuse and Guidance for Employers and Employees.

3.7 Young Persons at Work

A young person at work is a person under the age of eighteen (18) years and can be an employee, visitor, training delegate or student on work experience. A young person is not permitted to operate/drive plant equipment or work at height where they may be exposed to a risk of a fall.

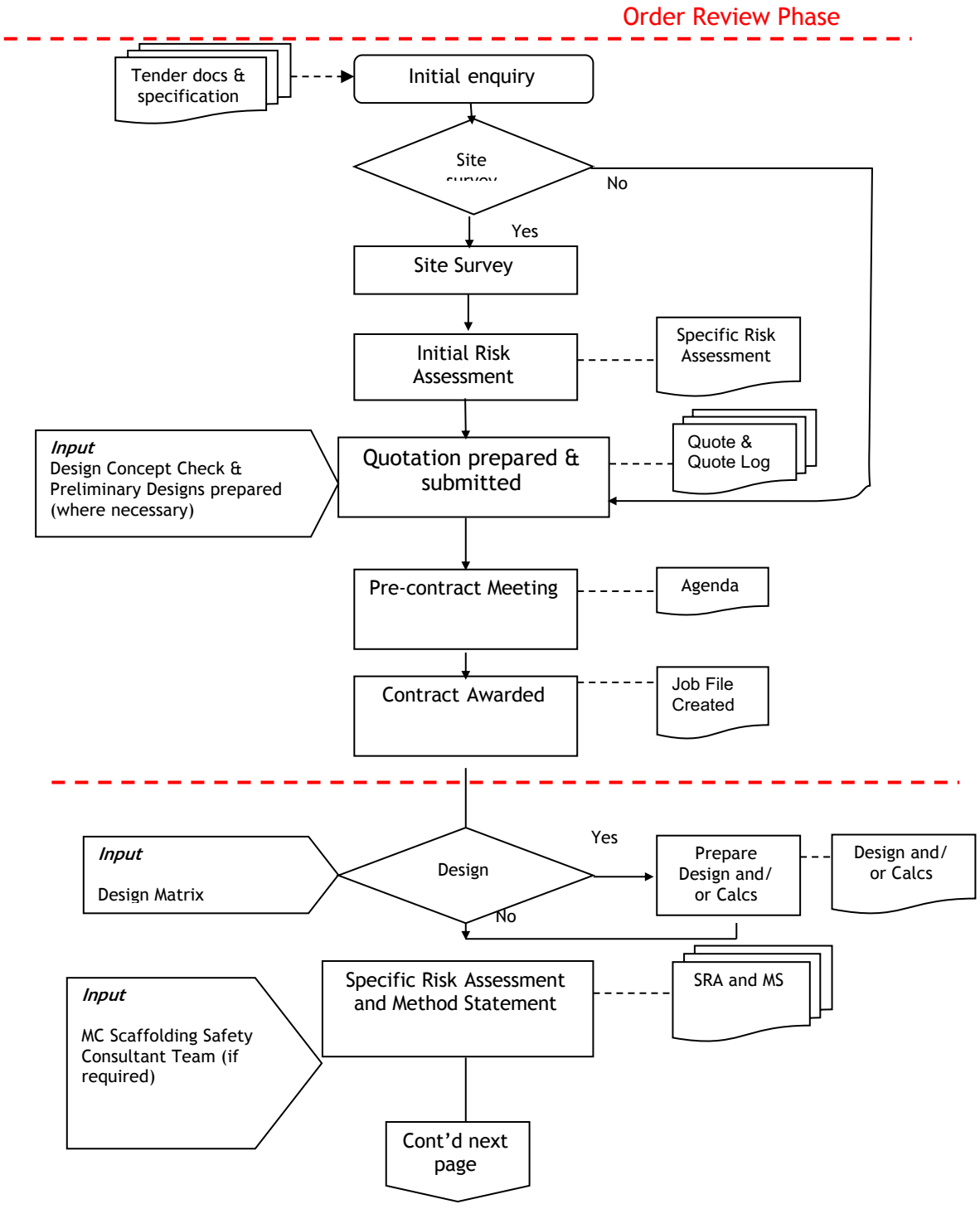
Before a young person starts work, a trainee, apprentice, etc. a suitable and sufficient risk assessment must be carried out on all their activities. Any residual risk that remains that cannot be eliminated and has been controlled so far as is reasonably practicable must be communicated to their parents/guardian and written consent obtained.

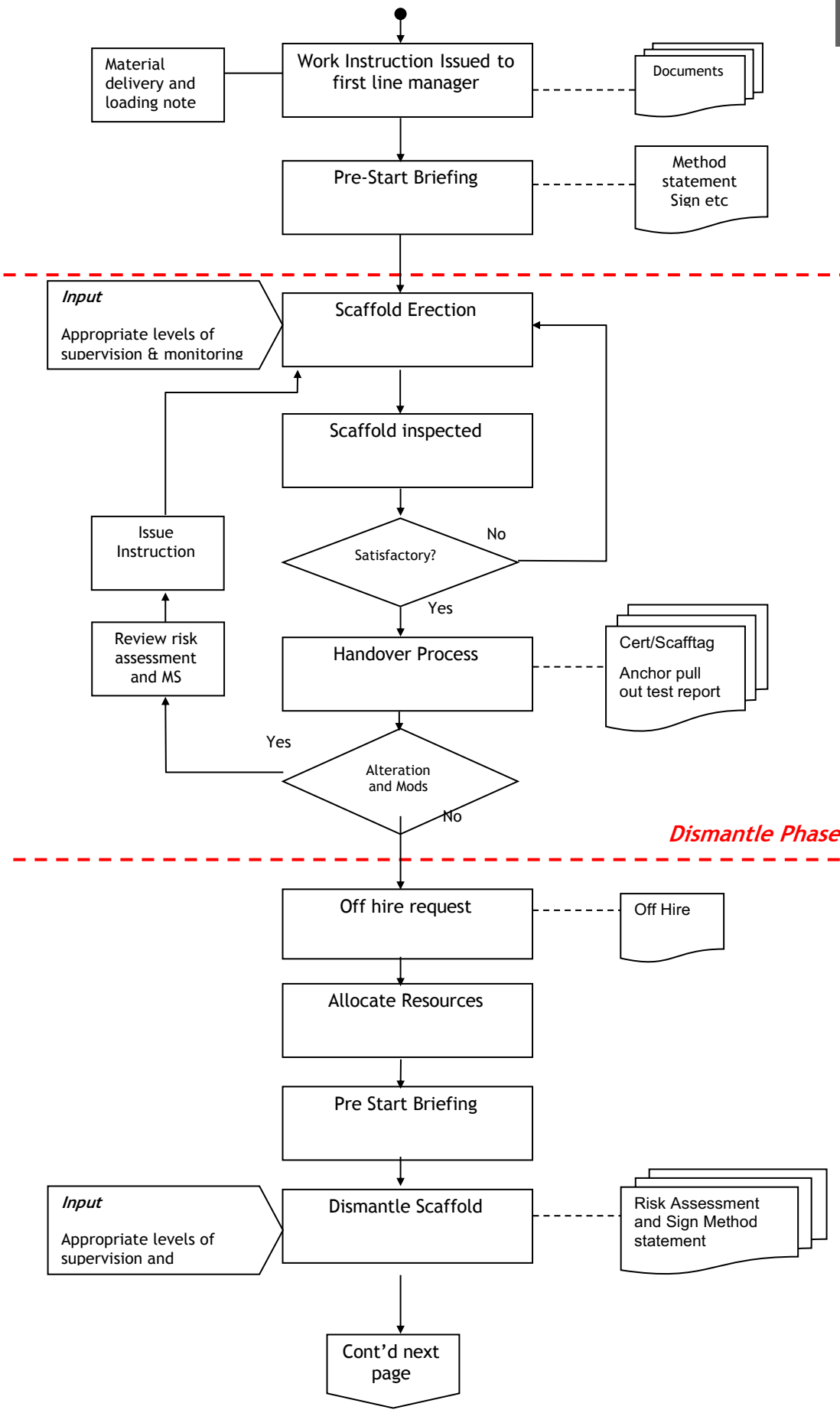
3.8 Method Statement

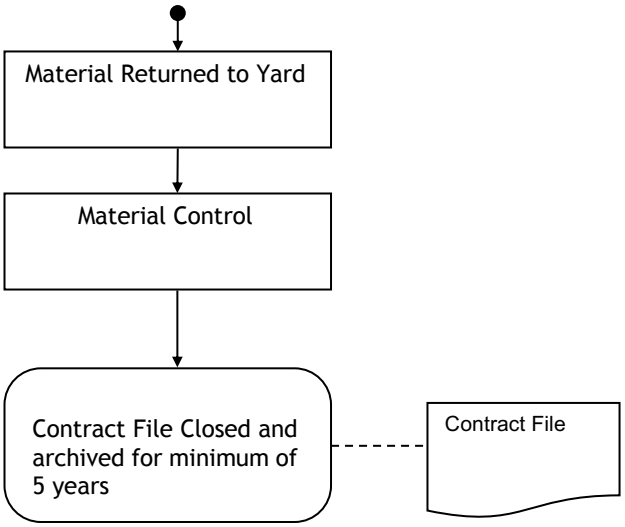
The standard Company risk assessment/method statement format should be used for method statements (as part of the RAMS). The method statement prepared to cover individual scaffold assembly should have a job and site specific risk assessment, once submitted and approved by the client, must be formally communicated to all employees involved in the operation before commencing, including any revision. The operative must sign the document to demonstrate that they have been briefed on the particular job.

4.0 Implementation (Do)

The purpose of this flowchart is to solely illustrate the main flow process of the main contract scaffolding operation for the benefit of the Safety Management System. Please note that it is not comprehensive (I.e. variation requests, valuations, payment schedules etc.) and further enquiries should be made regarding these processes if required.




Material delivery and loading note
Work Instruction Issued to first line manager
Documents
Pre-Start Briefing
Method statement Sign etc
Erection Phase
Input
Appropriate levels of supervision & monitoring
Scaffold Erection
Scaffold inspected
Issue Instruction
Satisfactory?
No
Yes
Review risk assessment and MS
Handover Process
Cert/Scafftag
Anchor pull out test report
Yes
Alteration and Mods
No
Dismantle Phase
Off hire request
Off Hire
Allocate Resources
Pre Start Briefing
Input
Appropriate levels of supervision and
Dismantle Scaffold
Risk Assessment and Sign Method statement
Cont'd next page



4.1 Effective Supervision and Controls

As a company we have established four general principles for effective supervision to help ensure control of our core operations, due to the mainly peripatetic nature of the work, and compliance with the established performance standards for all elements of the business – not just health and safety.

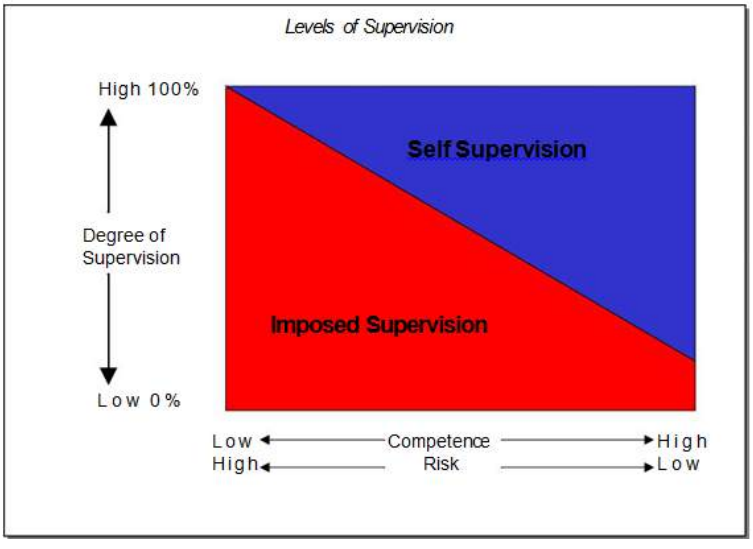
The four general principles for effective supervision are:

1. Every job should be surveyed and a suitable and sufficient risk assessment carried out.

2. Ensure the correct competence levels of those allocated duties, in relation to the task(s) to be undertaken and the work equipment to be used.

3. Ensure the effective communication of the required performance standards and essential information (e.g. control measures).

4. Establish and implement the suitable levels of imposing and self-supervision of the employee. Depending upon the degree of risk, and the complexity of the operation or task as well as competence levels of the operatives involved. Always ensure a minimum level of imposing supervision. This also includes the commissioning of work and handover by a competent person.



4.2 Communication of information

The written, verbal, and visible communication of health and safety standards is important. The visible, and active leadership of Managers and Site Supervisors is necessary to develop and maintain a culture supportive of health and safety management. The aim is not simply to avoid accidents, but to motivate and empower people to work safely so that the visions, values, and beliefs of the director become the shared responsibility and 'Common Knowledge' of every employee.

4.2.1 Formal Communication

To ensure the effective communication of important information MC Scaffolding also uses the following formal systems:

- Work Instructions;
- Memorandums & General Notices;
- NASC Guidance Notes;
- Safety Bulletins.

Safety Bulletins are a system for communicating up to date health and safety information. Important issues, such as accident/incident learning to be shared will be compiled and issued to all employees as necessary.

Copies of such written information should also be posted on the notice boards. For personnel with access to the Company's computer network may be sent this information electronically.

Certain formal communications may require the recipient to sign and return an acknowledgement slip accepting that they have received, read and understood the communication.

4.3 Consult with Employees

Legislation requires employers to hold consultation with employees and to recognise the rights of employee and safety representatives and safety committees. MC Scaffolding will comply with the relevant legislation as a minimum standard.

Toolbox talks will be used as a medium for consultation. Management will always be approachable on all health and safety matters.

MC Scaffolding encourage involvement and participation by individuals so that health and safety becomes a collaborative effort, including soliciting the opinion of the workforce in health, safety & welfare issues.

4.4 Liaison with Fellow Co-Workers

MC Scaffolding recognise its duty under the Management of Health and Safety at Work Regulations 1999, and the Construction (Design & Management) Regulation 2015 to communicate with fellow employees to ensure information about hazards and control measures is shared. This will enable suitable arrangements to be made by posting suitable and sufficient safety signage.

The information needs to be comprehensible and specific to that particular working environment and can be either verbal or written. Verbal information should be limited to the simple items with written information being provided for more complex situations.

Records of the information provided should be kept for future reference. Consideration should be given to employees whose first language is not English and translated text may have to be provided.

4.5 Visiting Sites and Unoccupied Premises (Lone working)

Attending Unoccupied Premises

From time to time, Company employees will be required to attend sites and unoccupied premises to carry out scaffold surveys. As a rule, staff are not to visit an empty building or unoccupied site on their own. The staff is too sure that someone, preferably in the office, knows where staff are and when you expect to return.

Staff shall not visit an empty building if you fear it may be unsafe or an unoccupied site if it may be dangerous. Common dangers could include the possibility of collapse, insecure floors or stairs, hidden pits or openings, fragile sheeting, space unused or unventilated for some time, live services, contamination and the possible presence of intruders or sharps (e.g. hypodermic needles, razor blades, etc). Liaise with the Client were appointed to identify any foreseeable potential hazards.

Staff must plan the visit and ensure that you take appropriate equipment and clothing. As a minimum staff does not enter any premises without a fully charged mobile telephone and torch.

Staff should familiarize themselves in advance with the plan of the building, especially exit routes. Make sure that security arrangement, or devices at the exits will enable you to reach safety quickly.

Staff do not walk and write at the same time. Keep one hand free at all times when walking. Make sure that you are in a safe and balanced position when taking notes, measuring, or photographs. Check on protection when approaching stairwells, lift shafts and roof edges. Do not enter any roof area unless it has been verified suitable protection against falls is in place.

Attending Sites

Prior to entering any site, ensure the client has provided you with a Site Safety Induction.

If staff visit any building or construction or survey site for any reason while on the business staff must have the appropriate Personal Protective Equipment for the conditions prevailing. There are absolutely no exceptions to this principle.

If the site is not a construction site and has no hazards normal business clothing may suffice, however, normally there are severe risks of entering any site and it is the responsibility of each individual to arrive fully prepared. The site manager must not permit anyone to enter who is not fully equipped. It is the company's responsibility to provide the appropriate equipment. For most situations, this will consist of the following:

- A hard hat;
- Boots with steel toe caps;
- High visibility clothing normally a vest to wear over normal clothing;
- Suitable gloves;
- Harnesses and lanyard (if trained);
- Specialist PPE including goggles and full weather protection.

If you sustain cuts, penetration by nails or other injury, seek immediate medical advice and make a report in the office accident log book, as well as the Principal Contractor's accident book.

4.6 Work equipment

Introduction

The legislation controlling the use of work equipment in the workplace is contained mainly in the Provision and Use of Work Equipment Regulations 1998 (PUWER 1998). In addition, there are a number of Approved Codes of Practice and Guidance Notes which cover specific types of equipment.

Although the requirements of PUWER 1998 are detailed and extensive, many of the provisions will not apply to the more basic types of equipment. For the more hazardous and complex types, careful assessment will be required to ensure that the relevant provisions of the Regulations have complied with.

All new machinery should bear a 'CE' mark to indicate that it conforms to the relevant safety standards for the supply of machinery. There is no need to replace older machinery that does not bear this mark so long as it meets the requirements of relevant legislation, e.g. in terms of guards provided, marking of controls etc.

4.6.1 Operational controls

MC Scaffolding will ensure that any work equipment purchased is suitable for both its intended use and the environment in which it is going to be used.

Once the correct equipment has been chosen, the risks associated with its use will be adequately controlled. Essential elements of achieving this are:

- Ensuring the safety of the equipment, and stable installation, such as providing guards, adequate lighting.
- Introducing safe working practices.
- Ensuring that users of the equipment are competent.

Most types of work equipment require some form of maintenance. Appropriate maintenance schedules should be drawn up. The frequency and nature of the maintenance required, will normally be determined by:

- The manufacturer's recommendations,
- The history of the equipment within the company,
- How and under what conditions the equipment is used,
- Risk assessment findings,
- Any other specific legal requirements that may be applicable.

Where appropriate:

- Work equipment must be provided with suitable means of isolating it from its sources of energy (this may be necessary prior to cleaning or maintenance);
- The means of isolation must be clearly identifiable and readily accessible;
- Reconnection of the energy source must not put equipment users at risk.

PUWER 1998 introduced requirements relating to the inspection of work equipment. In particular, periodic inspections of equipment are required if it is exposed to conditions that will cause it to deteriorate as that deterioration could create a significant risk.

4.6.2 Compressor

Note: the company does not have machinery or compressor, but this item has been included to ensure complete information in case machinery is required in the future.

The compressor must always be under the supervision of a competent person who will be responsible for ensuring that the machine is kept in good order, i.e. making sure that the feed belt and pulley drives are guarded, that hoses and couplings are maintained in good order and that regular checks are made to ensure that the oil feed to the airline is properly connected.

Safety Precautions

Air receivers must be marked with a safe working pressure and distinguishing number. They must also be fitted with safety valves, pressure gauge, and a drain cock. Hose connections must be properly clamped, as it can be dangerous to have loose or over-tightened connections.

Inspection and maintenance

Air receivers must be cleaned and thoroughly examined in accordance with the manufactures specifications. It must be visually inspected before use by the user logged. Statutory weekly inspection carried out by a competent person.

4.6.3 Maintenance of electrical appliances

All electrical appliances will need periodic maintenance to ensure that they can be safely used. The maintenance required will be determined by the result of an inspection and testing regime. The frequency of such maintenance should be decided on a basis of risk, with equipment, posing a greater risk receiving a higher level of maintenance.

Factors to be considered include:

- The voltage of the equipment,
- The age of the equipment,
- Its intended use/possible abuse,
- The working environment,
- Whether it is handheld,
- Any manufacturer's instructions,
- Frequency of use,
- Previous experience of testing and inspection regimes for the equipment.

It's the policy of MC Scaffolding to use 110 volts or battery operated hand held equipment wherever possible.

All portable electrical equipment must be inspected quarterly and portable appliance tested (PAT) every 12 months, by a competent engineer. An inventory of all equipment must be maintained and all new equipment is added to the list.

4.6.4 Tubular Racking System

MC Scaffolding will ensure that any tubular racking system is designed and erected in accordance to a recognised standard (as such all load bearing structures are subject to design). The correct design and installation of racking is crucial to its long-term safe operation.

4.7 Lifting equipment

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG9 Use, Inspection and Maintenance of Lifting Equipment […] in the Scaffolding Industry.

A person(s) shall be appointed, who has received appropriate training to be deemed competent, to plan and supervise lifting operations, as necessary to ensure they are carried out in a safe manner.

Lifting equipment (e.g. Cranes, lorry loaders, hoists, gin wheels, etc.) and lifting accessories (E.g. Chains, slings, shackles, and ropes, etc.) MC Scaffolding shall nominate a person (and deputy) to be responsible for the storage, maintenance and inspection of all lifting equipment and accessories owned and controlled by the company as required by the Lifting Operations & Lifting Equipment Regulations 1998.

All lifting equipment shall be inspected and thoroughly examined, as required by Regulation 9 of LOLER 1998. Copies of all inspection reports and certificates shall be kept on site and made available for examination when required.

All lifting equipment must have the Safe Working Load (SWL) clearly marked on it, with the required Safe Working Load established before use.

Suitable storage accommodation must be provided to prevent physical damage or deterioration.

4.7.1 Forklift trucks

Only appointed Forklift Truck Operators, who have received training from an approved body and are deemed competent, as detailed in the Health and Safety Executives Approved Code of Practice L117 Rider Operated Lift Trucks; Operator Training, are permitted to drive fork lift trucks.

All fork lift truck operations are to be carried out in accordance with HSG6 Lift Trucks; Safety in Working, also these specific precautions must be taken:

- Do not overload the lift truck in excess of manufacturer's recommended safe working load.
- Passengers must not be carried unless an additional seat is fitted for the purpose.
- Do not leave the fork lift truck unattended, with the engine running, the keys in the ignition or the forks raised.
- Stillage appropriate or banded loads must be checked for security before carriage.
- Where fitted seat belts must be used.
- Forklift trucks must not be driven at excessive speed. Speeds must be limited to suit workplace conditions.

- Suitable warning signs to be positioned in the workplace to warn pedestrians and other vehicles of the presence of fork lift truck operations.
- Operators must sound their horns when leaving and entering the buildings or when negotiating blind bends etc.
- Extra care must be taken when working on a slope or crossing a gradient.
- Banks men must be used where the driver's vision is obstructed or when manoeuvring in a restricted area.
- Pedestrians always have right of way.

MC Scaffolding will ensure that forklifts are subject to a planned maintenance programme (and the vehicle must be checked by the operator before use, especially the brakes).

Where applicable the lifting chains on the forklift truck shall be treated as lifting accessories and subject to six monthly thorough examinations by a competent person.

All forklift trucks must be fitted with an audible reversing warning and flashing beacon which is to be used whenever the vehicle is in operation, with keys removed when the driver egresses the fork lift.

4.7.2 Gin wheel & fall rope
The company will work in compliance with legislation and the safety guidance produced by the NASC, SG9 Use, Inspection and Maintenance of Lifting Equipment […] in the Scaffolding Industry.

4.7.3 Mobile Elevated Work Platforms (MEWPs)

Planning

Due to the variety of MEWPS available and their varying suitability for different types of work, risk assessments should consider what type of MEWP would be best suited to the task at hand. Factors that may need to be considered include:

- Ground and terrain conditions, including the load bearing capacity of poor-cast concrete slabs,
- Lifting capacity and lifting requirements,
- Height and reach requirements,
- Requirements to travel in an elevated position,
- The space available to operate,
- On-site hazards such as power-lines, traffic and overhead structures,
- Likely weather and operating conditions, especially wind,
- Restrictions on delivery,
- Fuel type.

There should be close cooperation with site management to ensure that the interaction between the MEWP and other site activities are coordinated, and controlled.

General operational controls

MEWPS should be kept secure when not in use, with the platform lowered and the brakes applied. Keys should be removed from the vehicle.

Where MEWPs are used they shall be inspected prior to initial use and then visually inspected before operation by the operator of the MEWP.

MEWPS shall be positioned on a firm, level ground when in use (within the parameters set by the manufacturer).

MEWPs shall only be operated by trained, competent and qualified persons. Refresher training will be required when their ‘licence’ expires. It is also recommended that the operator undergoes some ‘familiarization’ training on the specific model of machine being operated as the handling capabilities and characteristics of MEWPS vary considerably.

Use of fall restraint equipment

The operator and passengers within the carrier shall be attached to designated harness anchorage points at all times whilst the machine is being operated.

Handrails and other framework not specifically designated for the purpose shall not be used as points of attachment.
Attachment shall be via work restraint (not fall arrest) to physically prevent personnel being able to fall from the carrier or over reach beyond the confines of the safe work area. It is permissible for a fall arrest lanyard to be used in work restraint mode (but this must be included in the site specific RAMS for the project).

Thorough examination

A thorough examination of the MEWP and handling attachments must be carried out as per the manufacturer's instructions by a competent person at a minimum of six months (and/or where specified by the manufacturer. If the vehicle is going to be used in multiple locations, then copies of the thorough examinations and maintenance sheets should be retained with the machine to satisfy any requirements specific to the site of operation.

The manufacturers' instructions should be followed with regard to the type and frequency of maintenance. Operators of the equipment should be trained in the pre-use and daily maintenance checks that should be carried out. As operators may be tempted to forego some of these checks, it is worthwhile having some form of record keeping to ensure checks are being carried out. If faults are identified that affect the safe working operation, then the vehicle must be taken out of use and clearly marked as defective.

4.8 Construction (Design and Management) Regulations 2015

MC Scaffolding is engaged as contractors as defined by the Construction (Design and Management) Regulations 2015 and as such, will aim to comply with Regulations 15 place specific requirements upon contractors. To plan, manage, monitor and supervise work, which is under his control in a way ensures it's carried out without risks to health and safety.

We will:
Comply with any reasonable directions issued by the Principal Contractor and with any rules in the Construction Phase Health and Safety Plan that are relevant.

- Submit any relevant risk assessments and method statements as required.
- Inform the Principal Contractor of any incidents without unreasonable delay.
- Provide relevant information for the Health and Safety file.

MC Scaffolding realises that the provision of training and information to operatives on site is vital, and as such will ensure that they:

- Ensure that those managing and supervising the work have the right blend of skills, knowledge, training and experience and that there is an adequate number of supervisors,
- Implement the responsibility to ensure leadership qualities for the risks which the project is likely to involve. To enforce the ability to quit work and report anything which might expose themselves or others.
- Establish and ensure those carrying out your work have the right plant, tools, equipment, materials and personal protective equipment.
- Ensure all operatives have the right skills, knowledge, training, experience, and supervision.
- Communicate relevant information and instructions to the workers. To manage our staff, ensuring compliance with the site rules. If required, co-ordinate our work with those of other contractors and the principal contractor. To agree with the principal contractor, the arrangements for exchanging information to allow you both and other contractors to manage health and safety.
- Do not allow operatives to begin work until they have received basic information, such as the site induction from the Principal Contractor and the contents of relevant risk and method statement.
- Engage staff in two-way feedback throughout the organisation, establish regular communication, engagement of the workforce on both formal and informal health, safety and welfare matters.
- Establish how to maintain and report incidents, injuries and near misses, and who to report them to. Where health and safety risks and hazards are not adequately controlled site managers must take

- appropriate action to report to the contractor team. If there is a serious or imminent danger at site level, work will stop work and alert supervisor and work colleagues in danger.

MC Scaffolding is aware that any contractors that it engages (e.g. hoists) with must be competent and adequately resourced.

4.8.1 Domestic projects

Introduction

The role of the principal designers, designers, principal contractors and contractors when working on a project for a domestic client is normally no different to their role when working for a commercial client. They have the same duties and should carry them out in the same way as they would for a commercial client. However, the effect of the regulations is to transfer the client duties to other duty holders when working for domestic clients.

4.8.2 Domestic projects involving only one contractor

On these projects, the client duties are transferred to the contractor, who must carry out the client's duties as well as their own. In practice, this should involve contractors doing no more than they have done in the past to comply with health and safety legislation. **Compliance with their own duties as a contractor will be taken as compliance with the relevant client duties** to the extent necessary given the risks involved in the project.

As a result of the contractor taking on the client duties, any designers involved in the project will work with the contractor in their role as the 'client'.

Domestic projects involving more than one contractor

Transfer of the client duties to the principal contractor.

On these projects, the principal contractor will normally take on the client duties and they will need to comply with these duties as well as their own. If the domestic client does not appoint a principal contractor, the role of principal contractor falls to the contractor in control of the construction phase of the project.

As a result of a principal contractor taking on the client duties, the principal designer involved in the project will work with the principal contractor in their role as the 'client'. If the domestic client does not appoint a principal designer, the role of the principal designer falls to the designer in control of the pre-construction phase of the project.

4.8.3 Welfare Facilities

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG18 Welfare facilities for the Scaffolding Contractor.

4.8.4 On-site Facilities

MC Scaffolding will implement the following arrangements to ensure that site welfare facilities are considered when providing a safe place of work during site work.

This section highlights the main requirements and the company's Policy for compliance with the Construction (Design and Management) Regulations 2015.

Site workers will have adequate toilet and washing facilities, a place for warming-up and eating their food and somewhere for changing/storing clothing. The company is responsible for providing or making available such welfare facilities as necessary for its site workers, whether they are direct employees or subcontractors.

4.8.5 Transient Welfare Facilities

MC Scaffolding work in compliance with the NASC SG18 latest edition Welfare Facilities for the Scaffolding Contractor and the Construction (Design and Management) Regulations 2015.

4.9 Dealing with the Enforcing Authorities

The director shall meet any representative of an enforcing authority, e.g. the Health and Safety Executive, Local Authority, Environment Agency, Police, etc. Unless this responsibility has been delegated to another appointed person.

Full co-operation shall be given to assist them in the execution of their duties.

If enforcement action is taken such as a Prohibition Notice or Improvement Notice issued, then the person to whom it is issued must comply with any immediate requirements and contact the director.

The director will liaise with the relevant inspector and inform him/her of any corrective action taken and confirms this in writing.

If, as part of an investigation by the enforcing authorities, any employee is required to make a statement or interview under caution then the company appointed solicitor must be present.

4.10 Office and Workplace Safety

Workplace

The legislation relating to general health, safety and welfare issues with respect to the workplace can be found mainly in the Workplace (Health, Safety and Welfare) Regulations 1992. Although these regulations are wide-ranging in their subjects, there are also many other legislative requirements relating to the workplace contained within other Regulations.

The definition of ‘workplace’ is wide and covers most places where people are ‘at work’.

Regular inspection and maintenance of the workplace, the building and its equipment should form part of a strategy for managing workplace safety.

The subject of workplace safety and welfare covers a wide range of issues. The purpose of this chapter is to provide an overview of requirements that will be common to most workplaces, namely:

- Maintaining the internal work environment, such as ventilation, heating and lighting;
- Managing the movement of vehicles and pedestrians in the workplace;
- Preventing persons falling from heights or being struck by falling objects;
- Providing a safe workplace;
- Maintaining the workplace and its equipment in a safe condition;
- Providing adequate welfare facilities such as sanitary and washing facilities;
- Ensuring safety in the storage of goods and materials.

4.10.1 Housekeeping

Housekeeping is an essential feature of accident prevention e.g. trip hazards, fire hazards, storage of substances etc.

The subject of housekeeping must be included in the induction and general health and safety awareness training. Also housekeeping must be integrated into all monitoring and auditing arrangements to ensure high standards of housekeeping are maintained including emergency routes and exits.

4.10.2 Office

MC Scaffolding will ensure that all office staff are briefed on safety requirements, as appropriate.

MC Scaffolding will ensure that DSE (The Health & Safety (Display Screen Equipment) Regulations 2002) are complied with.

4.10.3 Fire Safety Arrangements

The main piece of legislation with regard to fire safety is the Regulatory Reform (Fire Safety) Order 2005. This order applies to nearly all workplaces and other non-domestic premises, and requires that 'responsible persons' (which in workplaces is the employer and others with control over the premises) carry out fire risk assessments and take steps to ensure that any fire risks are properly managed. This applies to both the risk of fires occurring and the risks in the event of a fire.

The risk assessment must consider the risks to all 'relevant persons'. The term 'relevant persons' includes not only employees, but also other people (lawfully) on the premises, and those nearby.
Measures used to control fire risk can be grouped into the following categories:

- Measures used to prevent fires occurring and to prevent them spreading;
- Measures used for giving warning of a fire;
- Measures used for fighting fires;
- Measures used to enable people to escape from the premises;
- Fire emergency procedures and fire training.

All of these five measures will be required to some degree. For some premises, basic fire safety measures may suffice, in others (for example, where large numbers of people and/or serious fire hazards are present, and whenever the fire risk is high) the controls will need to be more extensive.

The responsibility for complying with the requirements of the order falls to the 'responsible person' – which in workplaces is the employer and any other person who may have control over the premises, such as the occupier or owner. On other premises, the person/people in control of the premises are responsible.

Many of the duties contained within the order mirrors those contained within the Management of Health and Safety at Work Regulations 1999 and the Dangerous Substances and Explosive Atmospheres Regulations 2002, and continue those that previously existed in the Fire Precautions (Workplace) Regulations 1997.

4.11 Personal Protective Equipment

All Personal Protective Equipment (PPE) will meet the necessary European Standards and carry the CE Mark.

The company's risk assessment process will establish the rules for use of PPE. The risk assessments and method statements should also identify any requirements for the use of specialist PPE. Personal Protective Equipment must only be specified as a last resort in the hierarchy of controls.

An assessment of the PPE must be carried out as required by the Personal Protective Equipment Regulations 1992, to ensure the correct selection, compatibility, and suitability for the user.

All site personnel are required to wear all appropriate clothing and equipment when and where required.

- Helmets – to protect heads;
- Hi-vis – to highlight the operative and protect him/her against moving vehicles etc;
- Safety Boots – to protect the feet;
- Harnesses/Lanyards – to protect against falls;
- Gloves - appropriate gloves will be worn, particularly when the manual handling ancillary equipment so that hands are protected from cuts and abrasions;
- Overalls - appropriate overalls are to be worn when and where required. Overalls are to be cleaned when necessary if they are not of the disposable type;
- Eye Protection will be worn whenever there is a likelihood of eye injury;
- Respiratory Masks of the appropriate type will be worn when and where required;
- Ear Protection will be worn when noise levels are above 85 dB (A).

Employees have a statutory duty to use PPE provided as part of a safe system of work and not misuse or interfere with it.

All new employees receive a full issue of PPE when they commence employment. Any item of PPE required that is missing, expired, damaged or defective should be replaced upon request. A record of all PPE issued must be maintained and signed for by the recipient. No charge can be made to employees for the issue of PPE.

Maintenance and replacement of PPE

It is the company's policy to ensure that PPE provided to employees is maintained in an efficient state, in efficient working order and in good repair. All operatives will ensure that any equipment provided is maintained within the specifications of the supplier or manufacturer and to report to their line manager any defected equipment.

4.11.1 Respiratory Protective Equipment

Particular factors are relevant to the use of respiratory protective equipment associated with work activities

The following factors should be considered when using RPE:

- The manufacturer's/supplier's instructions should always be followed with regard to use, maintenance, etc;
- No person should be allowed to use RPE unless they have received adequate training
- For RPE that relies on a tight-fitting facepiece (i.e full-face masks and half-masks) prior to its first being used, a facepiece fit-test should be carried out for each potential user to ensure that it will not leak. This is likely to have been carried out as part of the selection process, but should also be periodically repeated at appropriate intervals. The manufacturer's instructions should specify the procedure.
- Each time RPE is to be used, it should be checked by the user prior to being worn to ensure it is in good working order (e.g. the condition of filters, harnesses, air flow, cleanliness etc, should all be checked where relevant, in accordance with the manufacturer's instructions).
- Prior to each use of a mask, the wearer should perform a ‘face-fit check' to ensure that it fits properly (the manufacturer's instructions should specify how to do this).

Both particle and gas/vapour filters have a finite life. The RPE user should be made aware of the expected life of the filters (the shelf-life expiry date may be marked on the filter itself). They should they can be replaced before they become blocked (particle filters) or saturated (gas/vapour filters). Filters should always be changed if they get damaged or become visibly contaminated.

4.12 Scaffolding

General arrangements

All tube and fitting scaffolds must be assembled in accordance with TG20:13, the NASC’s ‘A comprehensive guide to good practice for tube and fitting scaffolding’, or in the case of system scaffolding be erected in compliance with the manufacturer’s instructions/manual, or be specifically designed.

The following minimum scaffold requirements shall be in place:

Scaffold Tube

All scaffold tube must be galvanised and comply with BS EN 39 type 4, or high tensile steel tube of BS EN 10210-1 and the NASC recommend that all tubes should be marked in such a way as to identify the scaffolding company who own it.

Scaffold Boards
All timber scaffold boards must comply with BS2482:2009. Other boards such as laminated veneer or plastic manufacture shall comply with the general requirements of TG20:13 section 4.2.

Short boards (less than 2.4 metres long) should be secured to prevent displacement as should internal boards that are considered likely to be displaced accidently. Other than at returns of scaffolds, lapped boards to be avoided so far as is reasonably practical.

Scaffold Fittings
All scaffold fittings must comply with current UK industry standards (BSEN 74.1).

Brick guards, Sheeting and Debris netting
In accordance with the contract specifications, (which should include a suitable risk assessment by the main contractor) scaffolds may require brick guards, sheeting or debris netting fitted.

Scaffold Loading Bays
All Scaffold loading bays (except where cranes are used) shall be fitted with scaffold loading bay gates that FULLY protect operatives from the exposed edge when in an open position and prevent falls of operatives and/or materials when in a closed position.

Scaffold loading bays to be provided with brick guards or similar protection to the perimeter.

Scaffold loading bays must have clear signage to provide users with clear information regarding safe working loads. It is recommended that this signage should be fitted at the eye level of the fork truck driver.

Access/egress to Scaffolds
Access/egress to scaffolds must be provided in order to comply with the Work at Height Regulations 2005, HSE guidance and NASC SG25 (Latest edition) Access and egress from scaffolds, with regard to the hierarchy as follows:

- Staircase;
- Ladder access bay with single lift ladders;
- Ladder access bay with multi lift ladders;
- Internal ladder access with protection ladder gate, hatches or guardrails;
- External ladder access should be provided to no more than two lifts (Nominally 4m).

Considerations that need to be made regarding the assessment of suitable access and egress from scaffolds may include:

- Height and width of scaffold.
- Number of people using the scaffold at any one time.
- Duration of scaffold hire.
- Local emergency requirements (Fire, evacuation, etc.)
- Type of work to be undertaken on the scaffold (e.g. Access to confined space entry work and asbestos removal enclosures whilst using full face respirators, etc. requires a higher degree of assessment for access and egress).

Ladder
This section only applies to straight ladders (e.g. complying with BS EN 131) provided for access to or within scaffold structures.

Ladders shall, wherever possibly meet the following requirements;

Based on a firm level surface with both stiles supported;

Supported by a minimum of two support transoms (ladder stays top and bottom or similar arrangement) and secured, including the following:

- Have intermediate supports at approximately every 3m.
- Ensuring that support transoms (ladder stays) do not obstruct the rung and present a trip hazard.
- Both stiles are secured at each support transom using a suitable square lashing or proprietary clamp. Scaffold couplers should not be used to tie ladders unless the ladder is designed for that purpose.
- Ladders are the correct length and extend past the landing point by approximately 1m (or five rungs), unless a suitable alternative hand-hold is available.
- Ladders should be set at an angle of 75 degrees (or 4:1), where possible.

Ladder trap openings and lateral gaps in guardrails and toe boards at access points must be kept as small as ergonomically practicable, but allow safe access and egress. Measures must be taken to protect scaffold users from falling through ladder access gaps in guardrails and working platform, e.g. ladder safety gates or ladder trap doors.

Scaffold Ties

All scaffolds erected must be protected from collapse or overturning. They must be tied in accordance with NASC TG20:13 (Tube and Fitting), manufacturer's instructions (proprietary system scaffolding) or the engineers design, as appropriate. Where masonry anchors are used they must be installed in accordance with the manufacturers' instructions and tested as required by NASC technical guidance TG4 and TG20.

Preliminary tests
These are to be carried out wherever there is any doubt about the suitability or recommended load capacity of proposed anchors for a particular base material, e.g. if there is no manufacturers recommended load data for the base material which is often the case with brickwork, stonework and timber. The approach is to test a series of 5 sample anchors to a load, which demonstrates a satisfactory safety margin, and thereby, if possible, avoids testing fixings to failure. If any of these anchors fails to support the test load, then the results should be referred to the responsible designer who should consider the options outlined below.

Proof tests
These are needed to check that anchor to be used in the job have been installed correctly.
They should be carried out on all projects. This guidance applies to all new jobs and to structures with previously installed anchors.

A sample of anchors to be used shall be tested to a load of 1.25 times the working load; in the case of ties with a working tensile load of 6.1 kN this means a test load of 7.6kN and where a tie load of 12.2 kN is required the proof load is 15.3kN. The pass criterion is that no significant movement of the anchor is apparent; a visual check only is sufficient.

A minimum of 3 anchors shall be tested and at least 5% (1 in 20) chosen at random and spread evenly throughout the whole job.

Foundations
The company line management must ensure the foundations for a scaffold should be adequate to carry and dispose the load imposed both locally at each standard and, in general, to carry the whole weight of the scaffold. The responsibility for the adequacy of the foundations should be established and approved prior to erection. The client for the scaffold and/or the contractor may need to be consulted.

The foundation for a scaffold should be maintained in an adequate condition during the life of the scaffold. Regular inspection procedures must be provided.

Loadings and Duty
All loads that are likely to be imposed on any scaffolding structure must be considered as part of the planning process, including materials, personnel, wind, impact, etc. and the required duty determined in accordance with the duty of use table with TG20 (Latest edition).

Working Platforms
All scaffolding working platforms must be provided in accordance with the Work at Height Regulations 2005. They should be of sufficient dimensions to permit the safe passage of persons and the safe use of any plant or materials required to be used and to provide a safe working area having regard to the work being carried out there. The performance standards for dimensions, strength, and stability, BS EN 12811 and TG20 (Latest edition) specify minimum platform widths and bay lengths for scaffolding depending upon the duty of use table.

Guardrails, toe boards, or similar collective barriers
All guard rails, toe boards, or similar collective barriers must be secured and supported so that they cannot become accidentally displaced.

The top guardrail or other similar means of protection (e.g. Guardrail frames) must be at least 950mm above the working platform. An intermediate guardrail or similar barrier must be positioned so that there is no gap greater than 470mm between guardrails, toe boards, or other similar barriers. Toe boards must be fixed to all working platforms and ensured that they are adequately secured.

Dismantling
Debris must be removed from all scaffold platforms before dismantling. The scaffolding method statement must include specific arrangements for dismantling scaffolding. MC Scaffolding's operatives must examine the structure before commencing dismantling.

Following the dismantling of scaffolding onsite the scaffolding contractor is responsible for inspecting the workplace to ensure all materials have been removed.

All stability measures such as buttresses, ground rakers, ground anchors, ties and loading towers (also used as buttressing) must be removed progressively with the scaffold as it is dismantled.

No bombing of materials is permitted. All materials will be passed up and down the scaffold in a controlled manner, hand to hand or by use of gin wheel or other mechanical means, which should be thoroughly tested and examined in accordance with the Lifting Operations and Lifting Equipment Regulations 1998.

4.13 Scaffold Inspection, Commissioning & Handover

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG35 Handover of scaffold structures.

Complete, or partially completed scaffold structures must be inspected, and commissioned by a nominated competent person (usually the compliance manager or other nominated competent person), to ensure that it has been erected to the required standards and is safe to use, prior to handover.

Handover certificates should refer to any relevant drawings intended and actual loadings on scaffolds, permitted working platform loadings and any specific restrictions on its use. It also demonstrates that the client has accepted that the scaffold is fit for purpose and has acknowledged their responsibility to inspect and maintain the scaffold and to follow any loading limitations and any restrictions for its use etc.

The handover certificate shall be used to formally hand over the structure or part structure and should be signed by the client's representative. If this is not possible, then it should be faxed or posted registered mail with the transmittal sheet or receipt retained in the contract file.

Where the company is contractually required to undertake statutory inspections of a scaffold structure or part thereof, in pursuit of Regulation 12 of the Work at Height Regulations 2005 and schedule 7 on behalf of a client, then such inspections shall include and be limited to the following:

a) Before being taken into use for the first time;
b) After any substantial addition, dismantling or other alteration;
c) At regular intervals not exceeding 7 days since the last inspection; and
d) Following adverse weather or any event likely to have affected its strength or stability.

However, in addition to above, should a client require our company to inspect a scaffold structure or part thereof after any event likely to have affected its strength or stability, then the client shall give reasonable notice to MC Scaffolding to carry out an inspection after such an event.

Refer to TG4 Anchorage Systems for Scaffolding. Inspection of scaffold structures erected to TG20 Compliance sheet, or engineering drawings, require an inspection and handover by a competent person

The Scaffold Inspector within the same working shift must complete the scaffold inspection reports that the inspection was carried out and issued to the person responsible for the scaffolding within 24 hours. The reports must be kept on site for the life of the scaffold and for at least 3 months after dismantling.

Scaffold Inspectors undertaking the initial (handover) inspection must be either a competent scaffolder (CISRS Carded) or have attended a CISRS Basic or Advanced Scaffold Inspection course as appropriate to the nature and complexity of the scaffolding to be inspected.

4.14 Work at Height

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG4 Preventing falls in scaffolding operations.

Assessing the risks associated with working at height

The first stage before beginning any work at height is to carry out a suitable and sufficient assessment of the risks posed by the operation. The first consideration is to determine whether the work is actually necessary. It may be that the risks involved in undertaking the work are excessive for activities.

4.14.1 Organisation and planning

The company shall ensure that all work at height must be properly planned and organised:

Assess the risk and decide how to work safely;

Follow the hierarchy for safe work at height:

- Avoid – not normally an option for scaffolding contractor. Plan work or design equipment to avoid work at height if possible.
- Prevent – Prevent all falls from height where there is a risk of injury, irrespective of the height.
- Mitigate – by minimising the distance and consequences of a fall. Establish a scaffolders' safe zone with a boarded platform and guardrail protection, as a priority, to prevent falls occurring.
- Collective Protection – give priority to collective protective measures such as scaffolding platforms with guard-rails and toe-boards before resorting to personal fall protection (i.e. safety harnesses).

Plan and organise work properly, taking account of weather conditions and the possibility of emergencies.

- Ensure the competence of those working at height, including those planning and managing activities involving work at height.
- Select and make use of appropriate work equipment.
- Manage all risks associated with work at height including risks from working on or aroundfragile surfaces and from falling objects.
- Inspection and maintenance of the work equipment to be used and inspection of the place the work will be carried out (including access and egress).

4.14.2 Competence

Competency

All scaffolding operatives involved in the erection, alteration and dismantling of scaffolding, shall receive appropriate training in the established control measures to prevent and protect against falls from height in line with SG4 (Latest edition) and refresher training undertaken at least every 5 years as a minimum.

A competent person is a person who can demonstrate that they have sufficient professional or technical training, knowledge, actual experience, and authority. This means all scaffolding operatives must hold the relevant Construction Industry Scaffolders' Record Scheme (CISRS) card in the position and duties they are permitted to perform e.g. Advanced Scaffolder, Scaffolder, Trainee Scaffolders, and Labourer. *Copies of certs / cards at induction stage required.*

The Director must ensure that all employees (including Management and Supervisory Staff) are deemed competent before allocating duties. To know and understand the specific legal duties under the Work at Height Regulations which apply to them as an individual.

An individual to be “competent to work at height” the definition given above implies the following.

- To understand the principles of fall protection that the Work at Height Regulations requires to be used;
- To unserstand the principles of fall protection that Work at Height Regulation requires to be used;
- To be able to recognise safe and unsafe situations/activities;
- To have adequate training in the correct use and limitations of any work equipment allocated to them for the task;
- To understand the need for and the ability to check the adequacy of the safety equipment allocated to them;
- If that equipment has been issued to them on a personal basis an understanding of the correct procedure for storage and maintenance and inspection;
- To understand safe procedures of work and be able to state the correct procedure for the task, the emergency (including rescue) procedures in place for the work and their role in it;
- To know the procedure for reporting any defects, hazards or unsafe procedures they detect.

4.14.3 Fragile surfaces

There is a general prohibition for persons working near, on, from, passing across or passing near fragile surfaces where they can avoid doing so.

Where it is not reasonably practicable to avoid these situations, then control measures must be introduced including the provision of barriers, and warning signs BEFORE work begins and the Supervisor must ensure all safety requirements are adhered to.

4.14.4 Falling Object Protection

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG34 Guidance on protection of the public.

The company risk assessment/ method statement must consider the risk of falling objects.

Adequate controls must be established to prevent objects falling from a height or if objects cannot be prevented from falling, then measures to protect people from injury and plant or property from damage must be taken.

Where a risk of falling objects from scaffolding has been identified, including the risk of scaffolding materials falling during scaffolding erection, altering and dismantling, the following prevention and protection measures should be considered:

- Toe-boards, brick-guards, debris netting or solid sheeting,
- Barriers and warning signs to segregate danger areas and prevent access onto, through or near scaffolds where there is a risk of falling objects.
- Pedestrian gantries or access openings through scaffolds with protection crash-decks. Note crash deck protection should be risk assessed and designed considering the nature of potential falling objects. As a minimum all crash-deck protection for light debris should consist of a double layer of scaffold boards with heavy-duty impervious sheeting sandwiched between them.
- Scaffold fans to protect pedestrian and vehicle access routes adjacent to scaffolds where there exists a risk of falling objects. Note: protection fans must be risk assessed and constructed in accordance with NASC TG20 (Latest edition).
- By using close-boarded working platforms without gaps where objects could fall. Where standards protrude through working platforms, creating a 50mm+ gap, these gaps can be covered with plywood nailed down or proprietary gap fillers by others.
- All scaffolding materials used at height must be handled in a controlled manner and stored safely. Care must be taken by scaffolders to prevent all objects falling when working at height.
- Scaffolders are not permitted to work above others where there would be a risk of materials falling liable to cause injury. Scaffolding operations must be clearly identified by using suitable signs and segregated with barriers (or other suitable means) to restrict access by unauthorised persons.

4.15 Fall Prevention and Protection

MC Scaffolding will work in compliance with legislation and the safety guidance produced by the NASC, SG4 Preventing falls in scaffolding operations.

4.15.1 Personal Fall Protective Equipment

MC Scaffolding will work in compliance with SG4 and SG16, and all Scaffolding Operatives will be equipped with the suitable and approved fall arrest equipment for the task, before commencing work at height.

4.15.2 Planning for Emergencies and Rescue

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG19 A Guide to Formulating a Rescue Plan.

4.16 Working on back of vehicles

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG30 Working from vehicles.

All operatives are to avoid accessing the vehicle bed to access materials and all members of the scaffolding crew shall unload/load from the ground. If necessary to access vehicle bed, they will ensure safe means of access with suitable handrails and footholds. Where appropriate guardrail systems should be used or other means to mitigate consequences of a fall.

4.17 Work in Adverse Weather

Planning for adverse weather an assessment of both the present and predicted weather conditions will need to be undertaken for a competent person. The consideration must include the environment in which the work is to be carried out. Weather conditions will need to be determined as this will not only influences whether work can be carried out safely, but also what type of PPE would be required.

4.18 Waste Management at Site

Scaffold activity generally produces very little in the way of waste, but a recycling policy for all the company-generated waste must be in place. However, MC Scaffolding will fully cooperate with the principal contractor to assist him in discharging his duties when on site and when at the depot will comply with all waste regulations.

4.19 Overhead Power lines

The company will work in compliance with legislation and the safety guidance produced by the NASC, SG5 Overhead power sources and HSE's Guidance note 6, Avoidance of danger from overhead power lines.

All scaffolding contracts undertaken in the provision of overhead line protection scaffolds for the local electricity authorities shall be carried out strictly in accordance with legislation and applicable guidance.

Planning shall consist of the environment in which the work is to be carried out.

- Establish who owner the overhead power line/cable;
- Establish whether the system and equipment are subject to a programmed and systematic examination at prescribed intervals;
- Management to carry out risk assessment record the findings of the assessment and the level of information, instruction and training and supervision given to employees;
- Implement isolation measures or controls;
- Monitor and review the assessment.

Access and egress routes, scaffold materials and handling to the work area should be considered, not only for persons carrying on the work activity, but also for others who may possibly gain access while work is being carried out. Other risks that might be present in the area will also need to be assessed such as overhead power lines and cables, and other work activities that may interfere with the safe operation.

The persons who will be carrying out the work activity. All persons who will be working at height will need to be competent in the work activities that need to be undertaken. Training, information and supervision will all be required, the extent of which will be determined by the level of risk involved. When working within the vicinity of overhead line, cables. The exposed to the risk should be reduced so far as is reasonably practicable.

4.20 Traffic Management in the Yard

It is the company policy to implement safe systems of work to ensure safe accessibility and a safe place of work.

The competent person is responsible for ensuring all vehicles entering or maneuvering in the yard follow the speed limits. The company shall organise a traffic management plan to include access routes, signage, speed limits, identification of areas for storage, loading and unloading, vehicle and pedestrian routes, and PPE zones etc.

Third party drivers must report to the yard staff before entering the yard, and sign the visitor book. Yard health and safety rules must be posted at the entrance, or communicated. Drivers must observe the yard rules at all times, particularly reporting instructions, vehicle restrictions and PPE requirements.

All large vehicles maneuvering in the restricted space of the yard must be assisted by a Signaller (Banks men), particularly when reversing. Signallers should be clearly identified, e.g., high visibility clothing with 'Signaller' or 'Banks men' displayed on their person.

4.21 Protection of the Public & Others

The company risk assessments should be used to identify those situations that would cause serious and imminent danger and the persons likely to be affected.

All reasonably practicable measures must be taken to secure the workplace to prevent the public and others (such as fellow workers, visitors, trespassers etc.), especially children being at risk of an injury.

MC Scaffolding will ensure that they identify any danger areas within their undertaking where third parties would be especially at risk without special precautions being taken.

Each location must be assessed considering the nature of the work and the location of the workplace and its environment. This will establish the necessary control measures consisting of positive barriers, and appropriate safety signs, fans, brick guards, or exclusion zones.

5.0 Check

5.1 Training Records

MC Scaffolding shall maintain training records in the personnel files with copies of certificates. The training record shall be updated in accordance with personal development plans.

5.2 Monitoring and reviewing performance

Once the objectives of the organisation have been approved and implemented, the company will continually check that all operations are carried out correctly.

Checking and monitoring is important in ensuring that the planned improvements are being implemented as planned and is often a less formal process than the review process. Close monitoring allows for the quick reaction to potential problems. The monitoring process and its frequency should be agreed and entered into the action plan below.

The review process is a more formal and structured affair, the purpose of which is to:

- Ensure the policy has reached all levels of the organisation,
- Has been understood by managers and employees,
- Managers are aware of their specific responsibilities under the policy,
- Those responsibilities are being fulfilled,
- Safe working procedures are being followed,
- Other systems of work and procedures introduced under the policy are working.
- Encourage and support management efforts,
- Instill a positive safety culture,
- Identify management weaknesses,
- Assess the level of compliance against agreed performance standards,
- Allow continuous improvements in management standards.

5.3 Reactive Monitoring

The purpose of proactive monitoring is to ensure that the established performance standards are being adhered to and to help prevent an accident or ill health. The primary objective of the hierarchy monitoring is not just to identify failure in the form of unsafe acts or conditions, but to measure success, and recognise positive good behaviour.

5.4 Proactive Monitoring

The Safety function

Safety tours promote a positive safety culture encouraging management to demonstrate visible and active leadership. They promote engagement and communication with employees, enabling them to contribute to the management of health and safety within their part of the organisation and to make observations in terms of the

impact of people or processes from other parts of the organisation on their health and safety and vice versa.

Each member of the line management within the operational hierarchy of the organisation shall undertake Health and Safety inspections at a predetermined frequency.

The inspection must observe workplace operations and be carried out using a checklist style proforma to record the findings. Copies of the monitoring report are reviewed by the immediate direct line manager.

Where it is appropriate copies of the inspection report will be issued to those responsible for completing a specific action.

All corrective remedial actions remain open until closed out as complete.

5.4.1 Safety Improvements

MC Scaffolding aims to actively audit company procedures in relation to health and safety procedures, both on site and within the company's offices to ensure compliance with the Company's Health and Safety Policy and all current legislation. The company therefore expects the cooperation of its entire staff in the manner detailed within the Policy. Where it is highlighted the requirements of the Policy are not being adhered to the appropriate action will be taken to remedy any problems. This would include providing the appropriate training, equipment and where negligence of individuals is a factor, disciplinary action.

5.4.2 Independent Monitoring

Independent Monitoring is similar to the hierarchy monitoring but is carried out by inspectors engaged by the company. This monitoring is carried out to a schedule with reports going to the Director.

5.4.3 Inspection, Service and Maintenance of Scaffolding Materials

All scaffolding components and associated materials such as ladders, etc. are subject to a material control procedure, which ensures so far as is reasonably practicable the inspection and where appropriate the testing of all materials periodically. A competent person who carries out the inspections must ensure the segregation of defect material for destruction or repair, to prevent use.

The appointed person will be deemed competent by having received appropriate training and instruction.

All boards: are to be inspected prior to delivery & placed on bights for forklift loading or handling purposes. No boards shall be dispatched that are twisted, warped, split or notched. All board end shall bebandedd at each end & painted with security paint.

Damaged boards: no damaged boards shall be scrapped when a length of the soundboard of 2m upwards can be salvaged. Shorter lengths of boards may be used as sole boards, or stop end boards.

Ladders: No ladder whatever length or composite shall be issued without having first been inspected and found to be in good condition prior to dispatch prom the premises.

Fittings: All fittings shall be suitably identified with company identification paint, free from defect, regularly maintained and lightly oiled as necessary.

Inspection of fittings
Fittings must be of good appearance and free from damage or cracks and excessive corrosion.
All moving parts, flaps, nuts and bolts must move freely and nuts and bolts move freely to the full travel of the bolt.

Maintenance of fittings
Undertake simple maintenance to ensure sound appearance.
Oil moving parts with approved oil.

Storage of fittings
Whenever possible fittings should be stored under cover, or palletised in baskets preferably in units of 500 and grouped (doubles,singles etc).

Tube: Any scaffold's ability to carry a load is largely dependent on the strength and condition of the tubes used in its construction. Consequently, tubes must be checked to ensure that they are:

- Straight,
- Free from cracks, splits, bad dents and excessive corrosion,
- Cut square and clean at each end.

Handling and Storage of Materials: All materials shall, where practical, be stored in suitable bins, stillages, or bulk packs.

The yard layout must be designed to allow sufficient space for lift truck access when manoeuvring with a load.

Bulk materials must be stacked on firm level ground, and the height limited so that they are stable and not at risk of collapse.

5.4.4 General Arrangements for stacking and storage

Guideline a maximum height to the smallest base dimension ratio of 4:1 should be observed.
Loose materials and broken packs must be stored at ground and not stored at height at risk of falling.

Any damaged or defective materials identified must be placed in a quarantine area to prevent use.

Stacking and de-stacking: with forklifts. Similar procedures should be followed when Loading or unloading Lorries, trailers etc.

Banding equipment: to ensure stability to all repacked and stacked ancillary materials the outline of materials and how they are restrained and secured during the loading & unloading procedure.

Steel products: use galvanised metal strapping for all steel products. The methodology for Scaffold tubes, 2 straps for tube up to 17' (5.2 m), 3 straps for tube 18' (5.5m+) maximum bundle size 50 tubes

Timber/aluminium products: to be banded using polyester strapping, to be stacked in bundles of 50, 4 boards wide, 12 boards high + 2 on top or by 5 boards wide x 10 high (50 boards per pack).

All short boards to be segregated by size and secured by using polyester strapping.
Do not store more than 7 bundles high, 350 boards

All strapping: Cord strap is the nominated sole supplier for both metal and polyester strapping and cutting tools.
Do not over tension when banding, to avoid damage to non-steel products

On site controls
All operatives who handle scaffolding materials must not use defective materials. Any defective materials must be segregated and returned to the yard for quarantine.

All scaffolding materials must be handled in a controlled manner as per NASC SG6 (e.g. Hand to hand) and NEVER thrown or allowed to drop – Any scaffolder found bombing material will be referred for disciplinary action.

6.0 Act (Reviewing)

The Company employs the services of an independent safety consultnacy as safety, health environmental and quality (SHEQ) consultants to provide professional assistance and guidance to support the line-management. They are appointed as competent advisors and help discharge the Company's duties amd are responsible for keeping the Company up to date with developments in occupational health and safety, new and changing health and safety legislation, case law, and best practice.

The Director is responsible for ensuring the policy is reviewed, maintained and updated.

This Safety Management System (incorporating the OH&S policy) and associated procedures etc shall be reviewed, extended and revised in accordance with any significant changes identified above, and lessons learnt, and at least reviewed as a minimum every 12 months, or earlier when subject to relevant legislation changes, or learnt lessons, to ensure that the SMS remains relevant to the business operations and remains up to date.

However, Senior Management will also continually take action to improve performance after checks and monitoring have taken place, including reactively implementing corrective action (e.g. Learnt lessons from accidents and incidents) and proactively implementing preventative actions (e.g. ensuring that learnt lessons from our company's (and other companies') near misses and from safety tours are used to improve the company's performance)

6.1 Review meetings

An Annual Safety Management review meeting should be held with the Director and Safety consultant to monitor implementation and development of the Health and safety policy and overall safety performance. As part of this review (and throughout the year), the company will ensure that action has been taken in regard to Corrective and preventative action (following an accident/incident), as well as a proactive action (following other company's accidents/incidents) and ensure that our SMS is continually reviewed and where required updated.

6.2 Essential Information and Feedback

The 'toolbox talk' medium can be used to help disseminate essential health and safety information throughout the organisation. It is important to solicit information from the workforce and receive feedback on health and safety issues. A few moments should be taken at the end of each toolbox talk giving the opportunity to raise and discuss issues.

6.3 Open Door Policy

The company has adopted an Open Door Policy for our all employees. This means, literally, that every manager's or supervisor's door is open to every employee. The purpose of our open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. Our open door policy means that employees are free to talk with any manager at any time about areas of non-conformance to health & safety or procedures relating to ill health.

Our Responsibilities under Our Open Door Policy:

If any area of your work is causing our employees concern, our employee has the responsibility to address your concern with a manager. Whether you have a problem, a complaint, a suggestion, or an observation, our company managers wants to hear from you. By listening to you, the company is able to improve, to address complaints, and to foster employee understanding of the rationale for practices, processes, and decisions.

Employees are reminded that most problems can and should be solved in discussion with your immediate supervisor; this is encouraged as your first effort to solve a problem. However, an open door policy means that you may also discuss your issues and concerns with the next level of management and/or our Health & Safety consultant. No matter how you approach your problem, complaint, or suggestion, you will find managers at all levels of the organisation willing to listen and to help bring about a solution or a clarification

Benefits of the Open Door Policy:

By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, your company's employees have the opportunity at all times, through the open door policy, to be heard.

For and on behalf of the MC Scaffolding:

Signed: 

Mark Whitewood – Managing Director

January 2021