

Contractor Health and Safety Handbook

A guide to keeping you safe and healthy whilst working on behalf of Norse Commercial Services



Contractor Health and Safety Handbook

Contractor Information

Name of Company Representative:

Contact Number: _____

Company Name: _____

Main/Office Contact Number: _____

Induction delivered by: _____

Date: _____ | _____ | _____ |

Contractor Health and Safety Handbook

Confirmation Receipt

Name of Company Representative:

Signed: _____

Contact Number: _____

Company Name: _____

Main/Office Contact Number: _____

Induction delivered by: _____

Date: _____ | _____ | _____ |

Please return this completed tear off slip to:

The Health and Safety Team
Norse Commercial Services
280 Fifers Lane
Norwich
NR6 6EQ

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1 About Norse

Norse Commercial Services is a diverse company that operates nationally providing Building Maintenance, Cleaning, Grounds, Assisted Living, Security, Printing, Catering, Transport, and Environmental Services.

Health and safety is an integral part of Norse's business conduct and is at the core of everything we do. Norse has a corporate Health and Safety Team and an Environmental Manager who help Norse comply with health, safety and environmental legislation, write and implement policies, provide training and advice, investigate accidents and incidents, and to ensure that everyone is working safely.

If you have any queries regarding health and safety or the environment you can contact the Norse Health & Safety Team on 01603 894335, or e-mail safetyconcerns@ncsgrp.co.uk



Nothing is so important that we cannot take the time to work safely.

2 Communication

The key to successfully working together is communication.

Norse has a responsibility for all contractors that they use. Contractors are approved before they start work, which means your company has been vetted to ensure they are suitable to undertake the task for which they are employed.

The scope of the works should be clear and the risk assessment and method statements for the specific job should be provided by your company and be with you on site.

Contractors will be controlled on Norse sites, supervised and monitored by an appointed site contact. This book forms part of your induction. Along with this book make yourself aware of and follow Norse policies, procedures, site rules and specific hazards.

The integrated policy statement encompasses Health & Safety, Environmental and Quality identifying Norse Commercial Services' commitment to achieving a healthy and safe workplace, ensuring we implement effective environmental controls and ensuring we provide an exceptional service.



Current policy available from the Health & Safety Team.

3 Scope of Works

Every contractor must be made aware of the scope of works.

The scope of works includes:

- a detailed description of the work that is intended to be carried out;
- who is going to carry out the works, their names and competencies;
- risk assessments for the works;
- method statements for the works;
- a checklist to include, a site contact, site rules, an induction, familiarisation with the site layout, facilities and other hazards outside the scope of works, emergency procedures;
- monitoring arrangements.

It is important that there is no deviation from the scope of works without prior written authorisation.

The term 'job creep' refers to contractors completing or being asked to complete tasks that fall outside the original scope of works. The risk associated with job creep is that the new task has not been properly planned and safety is compromised. This can often lead to near misses and accidents.



4 Site Rules and Traffic Management

Norse operates a number of depots, has multiple sites, as well as having employees working in public areas.

At sites:

- when you arrive at a site, sign in and familiarise yourself with the site rules;
- abide by the site rules, road system and speed limit;
- space for parking and manoeuvring vehicles may need to be pre-arranged with the site contact;
- some long vehicles may require an appointed vehicle manoeuvring assistant who must be trained;
- where possible segregate pedestrians from plant and vehicles;
- wear high visibility (Hi-Vis) clothing as required;
- always be aware of pedestrians;
- be aware of evacuation routes and muster points;
- be aware of vehicle movements and keep to pedestrian walkways;
- remember to sign out.

In public areas:

- segregate pedestrians from the work area or ensure adequate warning signs and signals are in operation;
- conduct yourself with appropriate behaviour and language representative of your company and Norse Commercial Services;
- ensure sufficient clearance around moving plant and equipment to eliminate the risk of encroaching into the safety zone, passing vehicle traffic and pathways.



5 Accidents, Injuries, Near Misses and First Aid

Every contractor must ensure they have made first aid arrangements which will include access to a suitably trained first aider and the appropriate first aid equipment for the environment in which you work. First Aiders may not always be local to the site but should be contactable and able to reach the location in a reasonable time. First aid arrangements can be shared, but this should be agreed in writing following a first aid needs assessment.

Find out who your first aider is and where the first aid equipment is kept and if there are any special arrangements for your activity.

All accidents and incidents must be reported. Contractors may have their own internal reporting procedures, but all accidents must be reported to the site contact and recorded.

Accidents and incidents that are reportable under RIDDOR are the responsibility of the contractor for reporting purposes.



6 Risk Assessment and Method Statement

A risk assessment identifies the hazards associated with a job/task/activity and defines the control measures needed. It is for you and to protect you.

- Legally you are required to have access to a copy of your risk assessments and method statements and;
- be aware of the control measures and ensure you follow them.

There is a hierarchy of controls used to reduce the risk, a competent risk assessor will always try to introduce controls as high up the list as possible;

Norse would expect to see a risk assessment for the separate activities that are being carried out.

The risk assessment should include:

- All significant hazards associated with the activity identified
- Who may be harmed by the hazard
- How they might be harmed (and the likelihood of harm occurring)
- The controls that are in place to prevent harm from occurring
- A risk rating
- Any additional controls that may be needed and who is responsible for implementing these controls

Complete a 'dynamic' risk assessment if something is different, e.g. weather conditions, equipment required etc.

A method statement describes a step by step approach on how a job is to be carried out in a safe manner and without risks to health. It includes all the risks identified in the risk assessment and the measures needed to control those risks.

Do not deviate from the risk assessment and method statement without agreement.

7 Permit to Work

A permit to work is required for certain high risk activities and puts extra controls in place to make sure the job is safe. These will be issued by the responsible person who is a trained and competent Norse employee.

Examples of where a permit to work is required (this is not an exhaustive list):

- confined space entry, involving breathing apparatus or the need for formal rescue arrangements;
- electrical work where there are high voltages involved or the work cannot be carried out under isolation;
- hot work, such as welding, grinding etc., in confined spaces or hazardous areas;
- some working at height activities, for example on fragile roofs;
- plant or machinery isolation where it's required for safe working.

Contractors (and Norse employees) must be suitably trained and deemed competent to carry out any highly hazardous work activity. Proof will be required by the permit writer prior to undertaking any high risk work. Only appointed competent Norse staff can manage the permit to work system, this includes issue and control.



8 Fire and Explosion

DO

- Read and follow the fire instructions - make yourself aware of the arrangements at the site you are visiting
- Keep flammable substances away from heat sources
- Keep escape routes clear
- Know how to raise the fire alarm
- Know how to evacuate safely and where assembly points are

DON'T

- Block Fire Exits
- Let waste bins overflow
- Prop open fire doors
- Allow rubbish to build up
- Fool around with fire equipment

Fire and explosive atmospheres

There are flammable, highly flammable and potentially explosive atmospheres at some sites. Where fuel or gas containers are stored there is the potential for fire or explosion. Some activities create excessive dust and some processes such as compacting discarded gas canisters or aerosol cans can cause explosions. In each case a DSEAR (Dangerous Substances and Explosive Atmosphere Regulations) Assessment should have already been carried out and you will be made aware of the precautions that you need to take.

Additional precautions for flammables

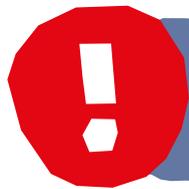
- Ensure fuels are stored correctly and labelled/signed.
- Follow site rules
- Follow safe systems of work for decanting fuels (don't do it in an enclosed space)
- Maintain good housekeeping
- Gas Cylinders should be caged, locked and signed- keep empty and full cylinders separate
- Fuel should be banded and signed (A bund is an enclosure designed to hold at least 110% of the contents of a liquid storage vessel, tank or drums without their being able to escape)
- Flammables should be stored in a flammable store which is banded and signed. (Separate from other chemicals)
- Ensure spillages are cleared immediately
- Ensure spill kits are available
- Ensure you wear the appropriate PPE

9 Housekeeping and Slips and Trips

Slips and Trips are a common workplace hazard and currently make up over a third of all major injuries.

Good Housekeeping helps to prevent slips and trips:

- be aware of your surroundings- keep your eyes open!
- avoid causing trailing cables;
- keep work areas clean and tidy and free of obstacle;
- ensure you have adequate lighting;
- wear sensible footwear;
- be aware of weather conditions causing wet, icy, snowy surfaces.



When walking up stairs, ALWAYS have one hand free to hold onto the handrail: slipping or tripping on stairs can result in serious injury.

- clear up spillages immediately;
- keep your work equipment tidy and out of the way;
- keep work areas clean, clear and free;
- remove any obstructions and keep walkways clear;
- store goods and equipment carefully, return any materials that have not been used to storage;
- pick up litter;
- store materials and equipment safely.



10 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is for your personal use and will help protect you against health and safety risks whilst working on Norse sites. The task/activity risk assessment identifies the control measures required and PPE should be the last resort.

Norse expects contractors to maintain a high standard of health and safety on sites;

- you should wear the appropriate PPE for the activity and to comply with site rules;
- it should be personal to you and fit correctly to be effective;
- if your PPE is worn, faulty or defective then you must not do the job until you have the correct PPE;
- if you do not have the correct PPE for the job, then you must not do the job until you have the correct PPE.



11 Machinery (LOLER, PUWER and Pressure Systems)

Work Equipment

Work equipment is any machinery, appliance, apparatus, tools or installation for use at work.

The Provision and Use of Work Equipment Regulations (PUWER) requires that all work equipment must be:

- suitable for the intended use;
- regularly inspected and maintained;
- operated only by those authorised and trained;
- accompanied by suitable safety measures, including preventing access to dangerous moving parts.

Do not use Norse work equipment unless you have written permission to do so, and you have the necessary competencies.

Lifting Equipment and pressure systems

All lifting equipment must be regularly maintained as well as subject to a thorough examination and testing under Lifting Operations and Lifting Equipment Regulations (LOLER); annually or six monthly if the equipment is for lifting people.

As a contractor you must be suitably trained and competent before using any mechanical lifting equipment. You will be asked to provide the LOLER certification for the equipment and proof of training to use the specific category of machinery.

A pressure vessel is anything from steam generating commercial coffee machines to compressors to large boilers.

Ensure work equipment is clearly labelled with its safe working load and its inspection date.

Do not leave equipment unattended with the keys in or dangerous parts accessible. Leave in a secure and safe position.

Pressure Systems

The main hazards from pressure systems are impact from a release of compressed liquid or gas, or flying debris from the equipment, contact with the released liquid or gas, and fire from igniting an escaped flammable liquid or gas. A written scheme of examination is required.

You will be asked to provide a written scheme of examination for pressure systems used on Norse premises.

12 Chemicals, Fuels and Oils

You may have to use or work near to substances hazardous to health. Ensure a Control of Substances Hazardous to Health (COSHH) Risk Assessment and Material Safety Data Sheet (MSDS) are available.

Before handling or using any chemicals or substances

- You must refer to your COSHH risk assessment and the Material Safety Data sheet (MSDS) for instructions on how to use the chemical and any safety precautions that must be taken.
- Ensure control measures are in place.
- Wear the correct PPE.
- Some chemicals when mixed together can cause a dangerous reaction.
- Do not use chemicals unless you are trained to do so.

Storing chemicals or substances

- Never put chemicals in unmarked containers.
- Always ensure chemicals are securely stored (locked away and so they can't contaminate food or the environment). Keep flammables separate from other substances.
- Hazardous substances in liquid form should be stored in a bunded area, so that if the container breaks or leaks the bund is able to contain 110% of the original container without contaminating other areas.

Spillages

- Know where spill kits are and how to use them.
- Know the spillage response procedure and any other emergency related procedures.
- Make sure you are using the correct drains for your waste waters.

Hazard symbols



13 Asbestos

Many sites have asbestos containing materials in a number of locations such as:

Asbestos cement products	<i>Such as roofing and cladding</i>
Textured coatings	<i>Artex ceiling</i>
Floor tiles, textiles and composites	<i>Fire blankets, heat resistant gloves</i>
Sprayed coatings on ceilings, walls, beams and columns	<i>Fire protection and insulation</i>
Asbestos insulating board	<i>Fire proofing, ceiling tiles, insulating board, soffits</i>
Lagging	<i>Boilers, calorifiers, pipework</i>
Loose asbestos in ceiling or wall cavity	<i>Loose insulation, looks like blue or white candyfloss</i>

When carrying out work in buildings thought or known to be built before the year 2000:

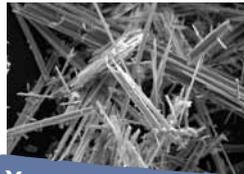
- Ask the premises owner for the asbestos register which will identify materials that are thought to contain asbestos. Work can be carried out as normal on any materials that do not contain asbestos;
- If there are no records assume asbestos is present;
- Do not disturb anything material that is known or thought to contain asbestos unless the correct precautions are in place.

Some work on asbestos can be carried out but only with the correct training. If you're required to carry out work with asbestos you must be trained to do so.

Norse sites will have an asbestos management plan which will be identified to you. The plan includes:

- a survey with the location and condition of asbestos materials;
- the asbestos register;
- who is responsible for managing asbestos;
- schedules for monitoring asbestos materials;
- updates of when and where asbestos has been worked on.

If you accidentally damage asbestos containing materials inform your site contact immediately. The area will need to be evacuated, sealed off and specialists called to deal with the asbestos and decontaminate the area.



You can't see the fibres with the naked eye

14 Electricity and PAT Testing

- As a contractor you must not carry out any electrical work unless you are trained and authorised to do so.
- Any electrical equipment must be fit for purpose and PAT Tested.
- Where possible, ensure tools and power socket outlets are switched off before plugging in or unplugging; and equipment is switched off and/or unplugged before cleaning or making adjustments.
- When working with power tools low voltage or battery operated tools should be selected over higher voltage tools.
- Where mains powered tools are used, a suitable RCD must be used.

Underground Services

- Careful planning is essential before work commences.
- Risk Assessments and Method Statements must be in place.
- Consult utility service drawings for underground services.
- Undertake cable location and use safe digging practices.

Overhead power lines

Over half of the fatal electrical accidents each year are caused by contact with overhead lines.

- Avoid working near overhead power lines.
- If it cannot be avoided, only trained operatives can undertake the work.
- Ensure all control measures are in place and work is planned before commencement.
- Follow the HSE Guidance note 'Avoiding danger from overhead power lines, GS6'.



15 Confined Space Works and Excavations

Confined space

A 'confined space' has two defining features. Firstly, it is a place which is substantially (though not always entirely) enclosed. Secondly, there will be a reasonably foreseeable risk of serious injury from hazardous substances or conditions within the space or nearby (e.g. lack of oxygen).

Confined spaces include:

- Storage tanks
- Silos
- Enclosed drains
- Sewers
- Duct work
- Unventilated rooms

Do not enter a confined space or excavation unless you are authorised to do so!

A permit to work issued by Norse is needed for all works being undertaken in confined spaces.

Excavations

Excavations vary in size and depth and can be dangerous. As a general rule excavations deeper than hip height must be suitably supported.

The following arrangements must be in place:

- Safe access and egress
- Suitable barriers or cover with warning signs to stop people or vehicles from falling in
- Spoil and plant a safe distance away from the edge

Excavations should be inspected at the start of each shift by a competent person who fully understands the dangers and necessary precautions.

Some excavations may require a permit to work. Norse will inform you and issue you with a permit when required.



16 Environmental and Sustainability

All contractors are to recognise their role and responsibilities for the environment and must act responsibly and in line with their company policy.

Norse contractors must also adhere to all aspects of Norse's Environmental, Health & Safety, and Quality Policy Statement at all times. Accordingly you should note the following expectations to support Norse's environmental goals:

- Use the zero – waste 'Rethink – Reduce – Reuse – Recycle' criterion in waste and resource management
- Reduce consumption and increase efficiency of energy and water use in buildings and equipment
- Reduce emissions and discharges from buildings and equipment
- Reduce consumption of new materials and increase the reuse and recycling of materials
- Incorporate environmental criteria into material and contract specifications to reduce whole life cycle environmental impacts

The contractor shall present their own environmental policy or statement (where available) and ensure that all staff or subcontracted staff are aware of its content and operate to it accordingly.

Waste

Arrangements must be made for the safe and correct 'disposal' of waste produced as a result of the activities you have been contracted to undertake. Under no circumstances must waste be disposed in facilities provided by Norse or at the site where you are working unless permission has been specifically been given or where Norse have made arrangements.



17 Waste Minimisation, Storage, Segregation and Disposal

Norse has a responsibility to dispose of waste sensibly and legally. As a contractor the responsibility is shared.

Minimisation

Waste should be minimised in priority order:

- Prevention of waste – do not remove or replace equipment or materials unnecessarily.
- Preparing for re-use before considering recycling – some materials and equipment or parts of equipment can be re-used.
- Re-cycling – segregate waste and dispose of waste either in the correct skips provided by Norse, or by another appropriate method.
- If it can't be recycled then consider energy recovery from waste – There are specialist companies that take waste that goes towards recovering energy from the waste provided.
- If all else fails dispose of the waste to landfill – this is the last resort and should only be used for waste that cannot be re-used, recycled or recovered.

Storage

Avoid prosecution: Waste must be stored and disposed of correctly to prevent it from escaping into the environment. Allowing waste to escape into the environment causes a nuisance to neighbours, generate poor public image and is illegal.

On some Norse sites there are skips that can be used with prior agreement. Ensure you know of the agreed method of storage and disposal of waste.



Segregation

Segregating wastes into the correct skips/containers can help minimise costs and maximise the opportunities for recovery and recycling of wastes.

Why segregate waste?

- Avoid environmental harm. Incorrectly disposing of wastes could cause water pollution and damage habitats.
- Avoid prosecution. IT IS ILLEGAL to mix hazardous waste with other waste types that are to be sent directly to landfill.
- Reduce costs. Segregating wastes can maximise recycling and can allow opportunities for other types of waste to be recycled and reused.

DO

- Ensure you have the correct licences for the waste you are creating.
- Keep sites tidy, take your waste with you, or (with authorisation) use the correct waste skips and containers provided.
- Segregate wastes before putting into the designated containers and skips.
- Apply 'good housekeeping'.

DON'T

- Put waste into wrong skips and containers
- Contaminate waste with another
- Mix hazardous and non-hazardous waste. It is illegal!
- Give waste away. All waste removed from sites needs to be accompanied by an appropriate waste transfer note.
- Burn or bury waste. It is illegal
- Overfill containers or skips



18 Safety Signs

You will come across many different safety signs around the workplace. There are four main categories and colours:

1 Hazard / Warning sign



2 Mandatory sign



3 Prohibition sign



4 Safe condition sign



19 Etiquette and Behaviour

Norse represents a number of Local Authority Partnerships as well as providing services to the private sector. These activities involve frontline public services. As a contractor you will be collectively representing your own company as well as Norse.

Norse expects contractors to behave in the same way as their own employees towards other employees, contractors and members of the public being helpful, courteous, respectful and polite.

Be helpful, courteous,
respectful and polite.

