

# GOOD ENERGY SERVICES

## HEALTH & SAFETY POLICY



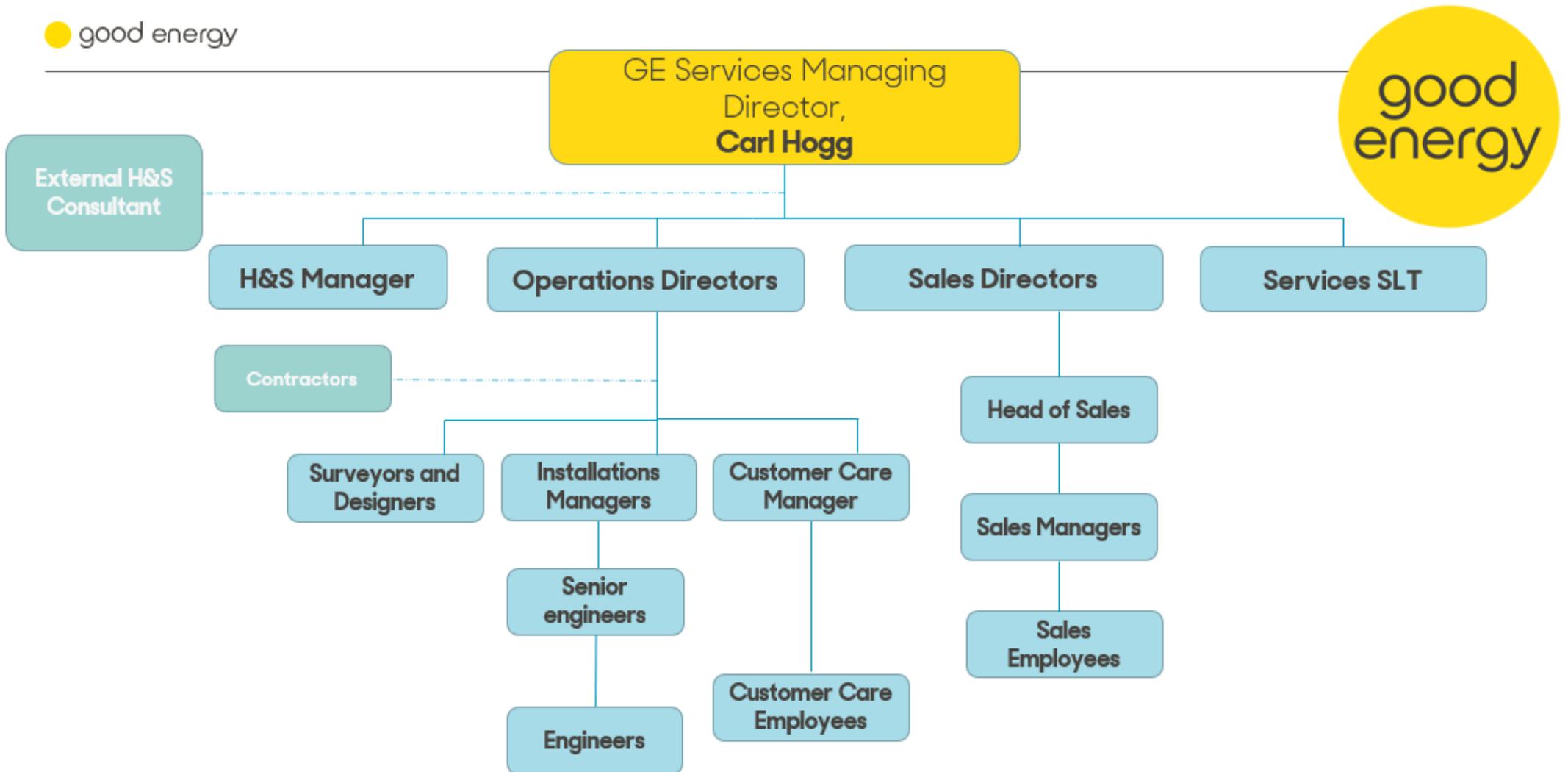
### Document Approvals

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### Version Control

16 <sup>th</sup> Apr 25	Policy creation
25 <sup>th</sup> Apr 25	Amendments following SLT review

## Health and Safety Org Chart: Good Energy Services



## Roles and Responsibilities

- Governing Management of Health and Safety

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- Key Health and Safety Requirements

Key H&S Requirements	Services MD	R&C Manager	Ops Directors	SLT	Employees
<b>Risk Assessment and Policy (Governance)</b>	<b>A</b>	<b>R</b>	<b>C</b>	<b>I</b>	<b>I</b>
Training Requirements	<b>I</b>	<b>A/R</b>	<b>C</b>	<b>I</b>	<b>I</b>
Developing and Maintaining Safe Systems of Work	<b>I</b>	<b>A/R</b>	<b>R</b>	<b>R</b>	<b>C</b>
Incident Investigations	<b>I</b>	<b>A/R</b>	<b>I</b>	<b>I</b>	<b>C/I</b>
Auditing and Monitoring (incl. reporting)	<b>C</b>	<b>A/R</b>	<b>C</b>	<b>I</b>	<b>I</b>
Employee Communication, Consultation and Culture	<b>R</b>	<b>A/R</b>	<b>C/R</b>	<b>R</b>	<b>R</b>

Key H&S Requirement	Services MD	R&C Manager	Ops directors	Services SLT	Services employees
Construction (Design and Management) Regulations (CDM)	C	A/R	C/R	I	I
Quality Management and Certifications	C	A/R	R	C	I

## **Good Energy Services Health and Safety Statement of Intent**

In accordance with our duty under the Health and Safety at Work Act 1974, the Services Managing Director of Good Energy has produced the following policy that is dedicated to the health and safety of our employees and any other persons that may be affected by our activities.

The following Good Energy Group entities are within the scope of this policy:

Good Energy Works Ltd, Good Energy Solar (South West) Ltd, Amelio Ltd, Empower Energy Ltd, JPS Group Ltd

Our company operations involve the following activities:

*Office-based activities (including hybrid working), rooftop solar PV installations, heat pump installations and surveying activities. These activities include fleet vehicle travel and employee commuting.*

Our goal is to create a working environment free of work-related accidents, incidents, and illness, and to that end, we will continuously seek to improve our health and safety management.

To guarantee health and safety at work is a top priority and that health and safety management remains effective, we carry out the following:

- Complying with applicable legal requirements, and with other requirements to which the company subscribes that relate to its H&S hazards
- Identifying hazards in the workplace, assessing the risks related to them and implementing appropriate preventative and protective measures
- Providing and maintaining safe work equipment, including our fleet of vehicles.
- Establishing and enforcing safe work methods
- Recruiting employees who have the skills, abilities and competence for their role and level of responsibility
- Ensuring that tasks given to employees are within their skills, knowledge and ability to perform
- Ensuring that technical competence is maintained through the provision of refresher training as appropriate
- Promoting awareness of health and safety good practice through the effective communications of relevant information, ensuring all persons

within the organisation are made aware of their individual H&S responsibilities

- Establishing and maintaining an effective management system that is committed to continual improvement and the prevention of injury and ill health
- Ensuring sufficient funds are available to meet these objectives
- Ensure that health and safety will not be compromised for other objectives

All our employees are encouraged to contribute actively towards achieving a safe working environment.

Our health and safety policy will be reviewed periodically to monitor its effectiveness and to ensure that it remains relevant and appropriate to the organisation.

*Signed: digitally by the Services Managing Director*

*Dated: 14/03/2025*

## Services Managing Director Accountabilities

The Director is responsible for the overall arrangements and for ensuring that the company's operations are executed at all times in such a manner as to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees and others who may be affected by its operations.

The Director will:

- 1 Ensure there is an effective company policy for health and safety and that all employees, contractors and temporary employees are made aware of their individual responsibility.
- 2 To understand and ensure, through the appointment of competent persons, that the company's responsibilities as employers under the Health and Safety at Work etc. Act 1974 and any relevant Acts of Parliament and Statutory Instruments are met.
- 3 To appoint a Person responsible for safety.
- 4 To ensure that all Managers understand and fulfil their responsibilities with regard to health and safety.
- 5 Arrange for funds and facilities to meet the requirements of company policy and legislation.
- 6 Make provision for adequate and appropriate training to be given to all employees.
- 7 To ensure that notification and reporting procedures to the relevant statutory authorities are carried out.
- 8 Set a personal example on all matters of health and safety.

## Health and Safety Manager Responsibilities

The health and safety manager is responsible for the overall management of Good Energy's health and safety management system and ensures the systems governance, implementation and effectiveness through regular monitoring procedures alongside employee consultation and communication.

1. Oversee the implementation, compliance and monitoring of health and safety compliance and review this policy across the full extent of the business and its operations.
2. Make themselves known to all sections of Good Energy Services and offer advice as required.
3. Ensure periodic inspections of sites are carried out according to policy arrangements, covering all operations, ensuring that risks to health are being minimised.
4. Report to the Services Managing Director on all aspects of Health and Safety as it affects all company operations, employees, the general public, visitors and contractors.
5. Ensure, to the best of their endeavours that Good Energy Services, the employees, visitors and contractors are kept up to date with current Health and Safety legislation and best practice.
6. Ensure that the quality of Health and Safety training is of a high degree for the purpose for which it is intended, to the benefit of Good Energy Services and the employees.
7. Create governing documentation that form the foundations of the health and safety management system. with the completion of all safety documentation.  
This includes, but is not limited to
  - Risk Assessments
  - Method Statements
  - COSHH Assessments
  - Construction Phase Plans
  - This Policy and associated health and safety policies
8. Evaluate/conduct investigations of accidents and incidents approve the recommendations to prevent reoccurrence and actions taken.
9. Report details of RIDDOR related incidents or accidents to the HSE

## Sub-Contractors Responsibilities

- 1 All Sub-Contractors must comply with the aims of this policy as a condition of their subcontract and will be required to forward a copy of their Safety Policy and Safety plan for the work of this company for scrutiny.
- 2 Sub-Contractors will at pre-contract meetings or other time as may be stipulated, submit Assessments, Test Certificates and Method Statements to comply with statutory requirements.
- 3 All Sub-Contractors and their employees must respond to, and promptly comply with, any instruction issued by this company's employees where it effects health and safety.
- 4 Operators certificates of competence and test certificates for the various types of plant and equipment to be used will be presented to site management before the operation commences.
- 5 Every Sub-Contractor will be responsible for providing his employees with all necessary personal protective clothing and equipment.
- 6 All portable tooling and other plant and equipment will be maintained and in good working order and in the case of lighting appliances and electrical equipment evidence must be produced as to the correct testing and certification.
- 7 Any hired ride on plant will only be operated by persons appointed as being competent and trained for the plant in question.
- 8 All electrical equipment will be rated at 110 volts or lower and be operated through a centre transformer. Any other electrical equipment must be notified to the site manager who will require evidence of the additional circuit and equipment protection measures to ensure the safety of the Employees.
- 9 Any materials or substances brought onto the site must be correctly labelled and in approved containers or packages. Such materials or substances must be advised to the site manager together with an appropriate COSHH. assessment to ensure that the substance poses no risk to health or safety of those affected by its use and that the correct storage and fire precautions are adequately catered for.
- 10 Sub-Contractors will be responsible for ensuring that the personnel placed on site are fully trained and competent in the work to be undertaken. Evidence of training will be required at the tendering stage and may be requested during site safety inspections/audits.
- 11 Sub-Contractors will ensure that they maintain their workplaces in a safe condition and that their storage areas are kept clean, tidy and free from hazards.
- 12 Further conditions on any other health and safety matters will be contained in the conditions of order/contract and will form part of this policy's requirements.

## Employees Responsibilities

All employees are directly responsible for:

Taking reasonable care for the health and safety of themselves and of other persons who may be affected by their acts and/or omissions.

Co-operating fully with their manager or Health and Safety Manager on all matters pertaining to their health and safety at work.

Not recklessly or intentionally interfering with, or misusing any equipment, safety devices etc. that have been provided in the interests of their health and safety at work.

Reporting promptly, in the first instance to their manager or Health and Safety Manager, any accidents, injury, significant near miss, incident of violence and aggression, cases of work-related ill health.

Report to the relevant Manager, any defect, hazard, damage or unsafe practices or other items that could give rise to an unsafe place of work or cause injury or ill health to others.

Wearing any protective clothing or equipment and using any safety devices that have been provided for their health and safety while at work.

Observing safety rules, complying with codes of practice, corporate health and safety policy and guidance, and always adhering to safe working procedures.

Acquainting themselves with, and complying with, the procedure to follow in case of a fire or other emergency.

Employees are empowered to challenge any unsafe acts or conditions that they see. If they feel that any task allocated to them is unsafe, they can stop the job and raise their concerns with their line manager.

Employees show respect for fellow employees and managers by accepting constructive intervention in a positive manner when any member of employee regardless of appointment takes action to stop an unsafe act.

# Safety Arrangements

## **Alcohol and Drug Abuse**

Employees who are under the influence of alcohol or drugs at work clearly present a health and safety risk to themselves and others. In addition, we may be held criminally liable if it knowingly allows or tolerates the misuse of controlled drugs on Company premises. For this reason, we have adopted an alcohol and drug abuse policy. Acceptance of and adherence to the Company's alcohol and drug abuse policy form part of every employee's contract of employment.

### Alcohol and Drug Abuse Policy

The following document sets out our policy on alcohol and drug use. It is important that every employee is aware of their obligations under this policy, and any queries should be addressed to the manager.

### Alcohol Abuse Policy

1. We prohibit the consumption of alcohol on all installation projects. Alcohol may be consumed on company premises for social events however prior approvals from senior leaders must be sought beforehand and a risk assessment in place.
2. If any employee is found to be intoxicated at work or is found consuming alcohol on the Company's premises, that employee will face disciplinary action on the grounds of gross misconduct under the Company's discipline procedure.
3. We have the right to conduct regular health checks to establish whether there are any alcohol or drug problems amongst employees who have safety critical roles.
4. Applicants (internal as well as external) for jobs which are safety critical, may be requested to undergo a medical examination conducted by the Company's medical advisor which will seek to determine whether the applicant has an alcohol abuse problem or has taken a controlled drug.
5. If an applicant refuses to give consent to such an examination or refuses to undergo the screening, we have the right to reject his/her application and/or immediately withdraw any offer of employment made.

### Drug Abuse Policy

1. We strictly forbids the possession, use or distribution of drugs for non-medical purposes on the Company's premises.

2. An employee who is prescribed drugs by their doctor which may affect their ability to perform their duties should discuss the problem immediately with their manager.
3. Where it is suspected that a breach of the prohibition on substances has taken place, or if it is suspected that an employee's work performance or conduct has been impaired through substance abuse and the employee is employed in a job where there is a risk to the health and safety of the employee and/or others, or it is a safety critical activity, We reserve the right to require an employee to undergo a medical examination to determine the cause of the problem.
4. Where any employee at such a request refuse to undergo a medical examination, such refusal will amount to gross misconduct in accordance with the Company's disciplinary procedure.
5. We reserve the right to search an employee or any of an employee's property held on the Company's premises at any time if we have reasonable grounds to believe that the prohibition on substances is being or has been infringed. The search will be carried out in accordance with the Company's search procedure.
6. If an employee refuses to comply with these search procedures, such action will normally be treated as amounting to gross misconduct and will entitle Good Energy to take disciplinary action.
7. We reserve the right to inform the police of any suspicion it may have about the use of controlled drugs by any of its employees on the Company's premises.

## Asbestos

As required by the Control of Asbestos at Work Regulations 2012 we will ensure that all premises from which the company operates (unless its age deems it unnecessary) will be surveyed by a specialist approved asbestos contractor, samples taken and analysed as appropriate and a report produced, this will be carried out by the Principal Contractor prior to working on the site.

The report findings will form the basis of our premises/workplace asbestos register. Any contractor employed to carry out work on our premises or workplace will be given access to the register prior to commencing work.

The report findings regarding any asbestos discovered and the recommendations regarding its removal, encapsulation or monitoring will be acted on accordingly.

All employees will be informed of the existence of any known asbestos within their workplace, and where known asbestos exists, but is deemed to be of low risk (due to its location or encapsulation etc.) this will be indicated by the presence of an approved sticker.

The nominated competent person will be responsible for ensuring that:

- An asbestos survey is carried out.
- That the asbestos register for each premise is kept up to date.
- Ensuring that the monitoring of any known asbestos is undertaken on a regular basis.
- Contractors are made aware of any known asbestos containing materials within the premises or workplace prior to commencing work.
- Employees are informed of the existence of any known asbestos onsite or at the workplace.

If our employees suspect the presence of asbestos, they should:

- Stop working immediately.
- Report the suspected presence of asbestos to their line manager.
- Cordon of the area.
- Display signage to make everyone aware of the potential hazard.
- Do not continue any work until a full assessment of the area has been carried out and the area deemed as safe.

All employees that may encounter asbestos containing materials in the course of their duties, will receive as a minimum, asbestos awareness training with

periodic refresher training as deemed appropriate in accordance with Control of Asbestos Regulations 2012.

Good Energy employees are prohibited from:

- Taking samples of known or suspected asbestos containing materials for analysis.
- Any other works that may involve the disturbance of asbestos containing materials.

The only exception to the above rule is for employees that have undertaken specific suitable training and are certificated to undertake the task safely.

## **Biological Hazards**

We will ensure that all employee who may be exposed to biological hazards are identified, and appropriate measures implemented to prevent or reduce such exposure to as low as reasonably practicable.

The Health and Safety Manager is responsible for the implementation, monitoring, review and, when necessary, amendment(s) of appropriate Control Measures which will include the following:

- Sufficient vaccination of affected employee
- Robust and thorough hygiene arrangements
- Robust and thorough welfare arrangements
- Appropriate employee training
- Clear handling procedures e.g. sharps, waste, vermin etc
- Clear reporting procedures for cases of suspected infection
- Provision of approved and appropriate PPE

## Confined Space Work

On average, 15 people are killed or seriously injured in confined spaces each year in the UK. These people killed are not only those carrying out the task but in some instances those who may be trying to rescue them.

Confined space work is considered a high-risk task and as such employees of Good Energy and are prohibited from carrying out any tasks that involve entering confined spaces on the grounds that the risk to their health and safety, and possibly others, is too high and cannot be controlled or managed to a lower level.

The only exception to the above rule is for employees that have undertaken specific suitable training and are certificated to undertake the task safely.

For this document a confined space can be any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or dangerous conditions (e.g. lack of oxygen).

Some confined spaces are easy to identify:

- Tanks
- Silos
- Vessels
- Drains
- Sewers

Others may be less obvious:

- Open topped chambers
- Vats
- Ductwork
- Unventilated/poorly ventilated rooms

It is not possible to provide a comprehensive list of confined spaces. Some places may become confined spaces when work is carried out, or during their construction, fabrication or subsequent modification.

## Consultation

We have a duty to consult with our workforce on matters affecting their health, safety and welfare whilst at work.

We also recognise that employees also have a duty to consult with all stages of our company on matters relating to health, safety and welfare.

As a company we try to promote a positive health and safety culture within the workplace by involving our employees in all matters on health and safety and taking on board ideas and recommendations that are brought forward.

The Directors will inform and consult with all employees, sub-contractors and anyone else that is involved with our company on the following matters:

1. The introduction of any measure which may substantially affect their health and safety at work, for example the introduction of new equipment or new systems of work.
2. Arrangements for getting competent people to help them comply with health and safety laws.
3. The planning and organisation of health and safety training.
4. The health and safety consequences of introducing new technology.

### Employee Briefings

The Directors will regularly brief employees on health and safety related matters, and this can be done through the following methods.

1. Inductions
2. Toolbox Talks
3. Our internal learning management system (LMS)
4. Employee Meetings
5. Team Briefs

Toolbox talks are received monthly. These will be distributed to our employees using in person briefings or by using our learning management system (LMS). When the toolbox talk has been delivered, all employees are required to sign to say they have read and understood the contents of the toolbox talk.

## **Principal Contractors and Principal Designers Duties Under CDM 2015**

We recognise that they have a key role to play as Principal Designer and/or Principal Contractor under the regulations of CDM 2015.

We have identified the requirements of both roles when planning, designing and carrying out construction works to ensure health and safety is managed effectively.

We have a part to play in ensuring that the site is a safe place to work. The key to this is communication and co-operation between all those involved. In addition to their duties under CDM 2015, it is important that both Principal Contractors and Principal Designers understand and comply with other relevant health and safety law.

Our requirements under CDM 2015, have been listed below, and we recognise that in some projects, we will have the appointment of both roles.

### As a Principal Designer, Good Energy must:

- Have the skills, knowledge, training and experience regarding health and safety to do the work
- Be responsible and accountable for the pre-construction phase of the installation.
- Collect all relevant information of the site and building structure that will contribute to the effective health and safety management of the upcoming project, considering all previous and existing health and safety related information.
- Support the client in bringing together the above information.
- Work with any other designers of the project to implement effective safety controls using a hierarchy of controls that begins with eliminating foreseeable risks, if this is not the case, then take all reasonable steps to reduce or control these risks.
- Maintain effective communication with all stakeholders in the pre-construction phase on all health and safety related matters.

### As a Principal Contractor, Good Energy must:

- Have the skills, knowledge, training and experience regarding health and safety to do the work
- Prepare any information that the Principal Designer may need for the Health and Safety File.

- Prepare a Construction Phase Plan for each installation and before any construction work begins and ensure this plan has used the relevant information from the Health and Safety File from the Pre-construction phase of any project.
- Provide the Client with the Construction Phase Plan
- Manage health and safety on site during the construction phase
- Consult with employees to identify issues, raise standards and commitment and to make sure health and safety controls are practical
- Liaise with the Principal Designer, if we have not taken on this role as well, and Client in both the Pre-Construction and Construction phases
- Co-operate with the Client and other Duty Holders in planning and managing work, including complying with directions and site rules
- Ensure that those carrying out your work have suitable skills, experience and training
- Manage your work in respect of health and safety of your employees and any other employees or Duty Holders on site.
- Ensure that those carrying out your work have appropriate plant, tools, equipment and PPE
- Ensure that employees have sufficient time and resources to carry out the work
- Inform the Client of any issues with the Construction Phase Plan
- Provide details to any other Contractor engaged in connection with carrying out the work
- Consult with employees regarding health and safety matters of employees and others and pass information to other Duty Holders
- Ensure any reportable accidents, diseases and dangerous occurrences are reported to the HSE under RIDDOR regulations
- If you are the only Contractor on site, you must prepare the Construction Phase Plan, ensure appropriate welfare facilities are available, ensure site inductions are provided, ensure the site is secure and provide appropriate site supervision

We also recognise that for our domestic installation projects, we must take on the role of both Principal Designer and Principal Contractor.

#### Contractors

Any contractor employed to undertake work in any premises under the control of Good Energy will be required to sign in / out in the visitor's register held at reception.

Where applicable all health and safety information will be communicated to contractors prior to any work being commenced.

This may consist of but is not limited to:

- Emergency evacuation procedures.
- Asbestos management plan and asbestos register.
- The premises Health and Safety File, if one exists
- Any permit to work system in operation.

We will endeavour to employ only competent Contractors, who will be selected through the completion of our Pre-Qualification Questionnaire.

They will be subject to a pre-assessment of their health and safety management procedures and competencies. This shall be carried out by a competent person.

Management of Contractors: competence and monitoring

There are two situations that could exist:

- Good Energy is the employer of the contractor
- The client is the employer of the contractor, but the contractor is managed by Good Energy

Good Energy is the employer of the contractor

When contractors are employed by Good Energy out measures are to be taken to ensure that they have satisfactory systems in place to manage health and safety, before they are appointed.

Contractors shall:

- Submit their health and safety policy for approval.
- Provide organisation and arrangements for communication with Good Energy
- Inform Good Energy of any enforcement action within the previous three years.
- Provide accident statistics covering the previous three years.
- Provide evidence of competency of employees.
- Provide evidence of how they manage sub-contractors.
- Monitor and review health and safety performance.
- Have a current certificate of Public Liability insurance.
- Have a current certificate of Employers Liability insurance.

The Contractor will be assessed and monitored by a representative of Good Energy on a regular basis while carrying out sub-contracted works.

The Client is the employer of the contractor, but the contractor is managed by Good Energy

The Client is ultimately responsible for the performance of the contractor, but Good Energy also has a statutory and professional responsibility to the Client and contractor.

Good Energy shall:

- If requested advise the Client on the competency of contractors.
- If requested advise the Client on the competency of designers employed by the contractor on any project.
- Ensure that there are satisfactory arrangements for communication with the contractor.
- Monitor and review a contractor's health and safety performance.
- Keep the client advised on contractor's health and safety performance.

Migrant Employees: communicating with sub-contractors whose First Language is not English

Good Energy shall ensure that all sub-contractors are adequately trained to carry out the work set out for them regardless of ethnicity or language skills.

To assist in communications with sub-contractors whose first language is not English we will undertake the following when communicating, in Inductions and training sessions:

- Provide a translator for the sessions or translate the documentation into the required languages
- Oral presentations supported using maps and diagrams, posters, lists on flipcharts, and/or a video.
- Use of plain simple English
- Safety Handbook with visible pictures of PPE etc. and Safe Systems of work
- Ensure all sub-contractors sign to say they have undertaken and understand the Induction
- Demonstrate tasks and actions
- Use gesture to clarify meaning
- Check back for understanding after an instruction or explanation has been given
- Encourage the employees to ask questions
- Use employees with the most English to support those with little English

- Give instructions the day before, orally and in writing, so that the employees have time to work out what needs to be done the next day

We will keep new sub-contractors with low levels of English away from possible dangers such as electric cables or falling bricks and would watch them closely until satisfied they can undertake their duties in a safe manner.

## Control of Noise at Work

We fully accept the requirements placed upon us by the Noise at Work Regulations 1989.

To enable us to fulfil the obligations placed upon we will:

- Assess the risks to our employees from noise at work
- Take action to reduce the noise exposure that produces those risks
- Provide employees with hearing protection if noise exposure cannot be reduced
- enough by other methods
- Make sure the legal limits on noise exposure are not exceeded
- Provide employees with information, instruction, and training
- Carry out health surveillance where there is a risk to health

We will ensure that work process is monitored and assessed to ensure that employees are not exposed to unacceptable levels of noise.

When the noise levels reach 80db(A) hearing protection will be made available.

When the noise levels reach 85db(A) the use of hearing protection will be enforced and the wearing of it will be monitored.

It is our policy to ensure that tools and equipment purchased and used by employees has noise reduction built into the design where reasonably practicable.

Several different types of hearing protection will be available for our employees to choose from, they will be shown how to correctly use the hearing protection and ensure that they fit correctly to ensure they are being used to their full potential.

Employees will be supplied with hearing protection on site as well as in the workplace, Employees are required to look after all PPE and keep it well maintained in the event of an Employee losing or breaking their hearing protection then new ones will be supplied at no cost to the employee.

## **Control of Substances Hazardous to Health (COSHH)**

We will ensure that all substances and chemicals used within the scope of their works will be recorded and Material Safety Data Sheets will be obtained, the Material Safety Data Sheets will then be formed into COSHH Assessments.

COSHH Assessments will provide the employee with the required information on how to use the substance or chemical safely, it will also indicate the effects that the substances can have on a person and how to deal with the effects if they occur.

COSHH Assessments will be provided along with any required Risk Assessments for each Task When Substances Are Used.

We will ensure that any PPE required because of the COSHH Assessment will be provided and available for their employees, employees are expected to keep the PPE that is issued to them always maintained.

Routes of entry for most substances are:

- Ingestion
- Direct Entry
- Injection
- Inhalation

Training will be provided to all employees on the safe use of the substances they use, the training will cover:

- Safe Application
- Use of PPE
- Disposal Measures

We will provide adequate control of exposure to substances by:

Applying the eight principles of good practice

- Design and operate processes and activities to minimise emission, release, and spread of substances hazardous to health.
- Consider all relevant routes of exposure – inhalation, skin absorption and ingestion – when developing control measures.
- Control exposure by measures that are proportionate to the health risk.
- Choose the most effective and reliable control options which minimise the escape and spread of substances hazardous to health.

- Where adequate control of exposure cannot be achieved by other means, provide, in combination with other control measures, suitable personal protective equipment.
- Check and review regularly all elements of control measures for their continuing effectiveness.
- Inform and train all employees on the hazards and risks from the substances with which they work, and the use of control measures developed to minimise the risks.
- Ensure that the introduction of control measures does not increase the overall risk to health and safety.

We will ensure that the Workplace Exposure Limit is not exceeded.

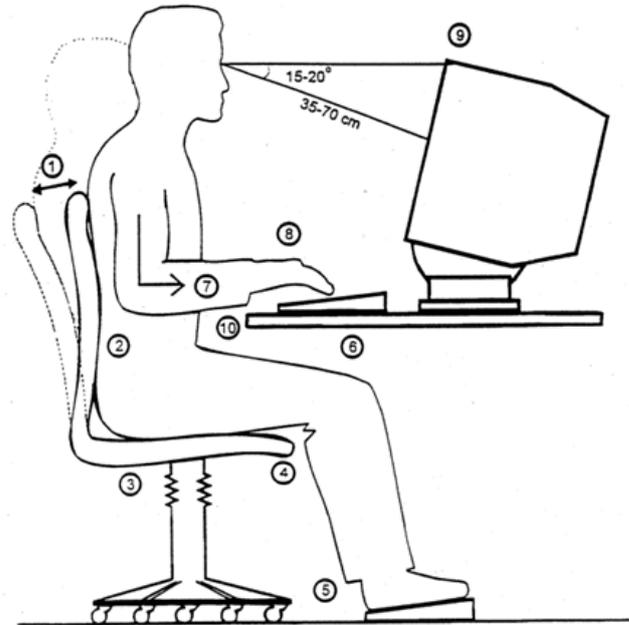
As part of an ongoing process, when new substances are identified these will be assessed and suitable control measures introduced to control the risk to employee.

## Display Screen Equipment (DSE)

We will ensure that any Employees that are required to use display screen equipment will undergo a Display Screen Assessment, this will generally be carried out through a self-assessment. All employees using DSE for more than 1 hour per day will be required to complete a self-assessment questionnaire that is hosted on our Opus Compliance Cloud system.

Prior to this assessment and during induction, all DSE users will be required to complete a DSE eLearning training that provides them with the knowledge needed to be able to self-assess their own workstations and will help them complete the self-assessment questionnaire.

With this assessment employee will be given the follow guidance of how a workstation should be set up.



1. Seat back adjustability
2. Good lumbar support
3. Seat height adjustability
4. No excess pressure on underside on thighs and back of knees
5. Foot support if required
6. Space for postural change, no obstacles under the desk
7. Forearms approximately horizontal
8. Minimal extension, flexion or deviation of wrists
9. Screen angle and height to allow comfortable head position
10. Space in front of keyboard to support hands/wrists during pauses in typing

All equipment will be provided by us and will comply with the current standards.

Any defects in the employee's workstation or any significant finding within the self-assessment will be rectified and new equipment will be provided where required.

We will cover the costs of eye tests for all employees that use display screen equipment as part of their employment as well as a monetary contribution towards any glasses that are needed under a VDU (Visual Display Unit) prescription.

## Driving Company Vehicles

When using a vehicle supplied by Good Energy, all employees must conform to all requirements of the Road Traffic Acts, associated legislation and the Highway Code.

Where employees are driving in the course of their employment or driving vehicles supplied by Good Energy they must:

- Ensure that the vehicle is serviced, maintained and operated in accordance with the manufacturer's guidelines
- Be in possession of a UK driving licence. This will be checked by the P&C team prior to your employment. Any endorsements will be notified to the insurers (for company vehicles and when driving your own vehicle on company business)
- Ask their GP if any prescribed medicine will affect their driving ability; if so, employees must refrain from driving and inform their manager.
- Employees are not permitted to operate a hand-held mobile phone whilst driving company vehicles, the punishment for such an offence is a £200 fine and three penalty points on your driving license. Therefore, do not operate your hand-held mobile phone whilst driving; it is dangerous
- Wear glasses or lenses if prescribed for this activity
- Never drive company vehicles under the influence of alcohol or illegal drugs or perception medication which may affect your ability to drive safely
- Must always wear a seatbelt whilst driving a company vehicle or using your own vehicle for company purposes.
- Complete a weekly vehicle safety checklist that is hosted on our Opus Compliance Cloud System. You will find a QR code in the vehicle that will allow you to complete the checklist on your mobile phone or tablet.

Employees driving vehicles should avoid over-the-counter medications such as anti-depressants, antihistamines for hay fever, nettle rash, asthmas, eczema or travel sickness preparations or cough and cold remedies, which can adversely affect driving.

Before setting off:

- Check tyre pressures and visual condition, tread depth (cuts or obvious damage, especially to the tyre walls) and general vehicle condition
- Check seat belts – working and in good order and worn by all vehicle occupants.
- Adjust driving techniques to suit weather and traffic conditions
- Ensure you have read our Fleet Policy.

On arrival to destination or site:

- Beware of un-metalled roads and soft ground on sites; where possible park off site (not in an area causing an obstruction to highway, site traffic or the emergency services)
- Observe all traffic management arrangements in place for the site
- Make sure the vehicle is secured and any valuable items stored out of site such as satellite navigation systems and mobile phones

## Electricity at Work

We use 230-volt electrical equipment and will undertake all necessary and reasonable measures to ensure that such equipment, is appropriate, in serviceable condition and safe to use.

Safe working systems are observed to reduce the likelihood of an adverse electrical occurrence to as low as reasonably practicable. Such measures include trained Employees, recognised working practices, safe working environment and maintenance of equipment.

Operators of such equipment will undertake visual checks to identify any obvious damage or defects.

With the electrical equipment disconnected completely from its power source, the visual inspection will include checks to establish the following:

- Plug condition is undamaged and secure (including the cord-grip).
- Cable condition is undamaged, fully intact, no repairs undertaken (tape etc) no visible wiring.
- The cable is firmly and properly secured to the plug and equipment.
- Equipment casing is undamaged and fully contains/covers all internal electrical components.
- The equipment and plug do not display signs of overheating, usually indicated by the presence of burn marks ('staining').

Employees identifying defects or damage, or who are concerned about the safety of the equipment, are required to immediately withdraw it from use and report the matter to a nominated and authorised employee member to establish best course of action.

Electrical equipment (including, where applicable, fixed wiring) will be periodically inspected and tested for electrical safety at appropriate and recognised frequencies.

Where it has been deemed as necessary, an RCD Unit will be used to further improve electrical safety.

All maintenance and repair work will be undertaken by competent personnel only.

## **Fire Safety**

For all of our own premises, we will make a suitable and sufficient assessment of the risks to which relevant people are exposed for the purpose of identifying the measures they need to take to comply with the requirements and prohibitions imposed on them by the Regulatory Reform (Fire Safety) Order 2005.

We will appoint an external Fire Risk Assessor to undertake Fire Risk Assessments at all our premises every 2 years and ensure that this assessment is internally reviewed annually.

The Fire Action Notice will be published on the office and buildings notice board.

The nature of the assessment will vary according to the type and use of the premises, the persons who use or may use the premises, and the risks associated with that use.

A risk assessment will be reviewed regularly by the Health and Safety Advisor to keep it up to date, valid and to reflect any significant changes that may have taken place.

Following the risk assessment, Good Energy will make and implement all required arrangements for the planning, organising, controlling, monitoring and review of the preventative and protective measures required by the Order.

Initially we will create an emergency plan including the measures for ensuring the effective operation of the plan and for ongoing checks of the appropriateness of the plan and other measures.

We will ensure systems are in place to check all fire procedures and that monitoring, testing and maintenance of fire provisions within the premises area. These will include the emergency alarm, emergency lighting, escape routes, signage, and extinguishers.

Personnel working at customer premises or sites must observe all Fire Precaution Notices and Fire Prevention Measures put in place and make themselves familiar with Site Fire Evacuation Procedures.

## First Aid

It is the responsibility of the Health and Safety Manager to ensure that Good Energy has adequate provisions for first aid for its employees within the workplace. It is the requirement of Good Energy Services to ensure all employees with a field-based role will receive 3 yearly Emergency First Aid at Work training or annual refresher training if requested by the employee or following a review of control measures.

It is the responsibility of Good Energy for making sure that all employees receive immediate attention if they are taken ill or are injured at work.

We understand that accidents and illness can happen at any time and first aid can save lives and prevent minor injuries from becoming major ones.

As a minimum, Good Energy will ensure that:

- A suitably stocked first-aid box is in place at all premises as required by the size and floor area of each premises.
- Each company vehicle will have a first aid box in stock
- An accident book is present
- There are adequate first aiders and all field-based roles will be first aid trained.
- Training is provided to meet the current legislation
- Means of contacting the emergency services are in place

The number of first aiders needed will be determined by the number of employees within the company, this will be reviewed continuously with the correct number of first aiders applied.

## **General Safety Arrangements**

Although every day is different there are several issues central to the way we manage health, safety and welfare.

For this, we can plan and develop arrangements for control of the risks that arise. They are set out in the following Arrangements.

Our workforce has been made aware of them at induction or during team and individual briefings.

We will monitor and review the operation of these arrangements from time to time making changes to the procedures identified as necessary.

This will support one of our key objectives – to work continuously to prevent work related injury and ill-health to our employees and other people.

All our employees are required to follow documented safe working procedures (where these have been adopted) and to report hazards.

## Ladders And Steps

In the UK, approximately 14 people are killed each year from falls from ladders. The three main causes of these accidents are:

- Poor or inadequate securing and placing of the ladder. This accounts for 50% of all ladder accidents.
- Climbing ladders while carrying loads.
- Overreaching and over balancing.

This guidance is intended for Good Energy employees who may in the course of their duties be required to use ladders or steps belonging to the company.

Ladders belonging to Good Energy will be procured through approved and established routes and should be used as a means of access and egress only.

### Guidance for Employees Using Ladders

- Always visually inspect a ladder before use. Check for damage to the stiles and rungs.
- Ensure that plastic caps and or rubber fittings are not missing.
- Never use a ladder that is damaged or attempt to repair the damage.
- Report damaged ladders immediately to your line manager.
- Make sure the rungs are clean and dry.
- Make sure the rungs are not wet, greasy or icy before using.
- Ensure your footwear is suitable i.e. clean, firm soled, flat and have a good grip.
- Check that there are no overhead hazards near where you intend to work, e.g. electric cabling, piping, bulkheads etc.
- Ensure the foot of the ladder is on a firm, level base and the top are resting against a solid surface (not a plastic gutter or narrow windowsill etc.).
- Never use a ladder outside in high winds or place one close to the corners of structures.
- Ladders should extend at least 1 metre (3 rungs minimum) above any landing area and should be placed at 75 degrees to the horizontal plane i.e. One measure out for every four measures up.
- Do not use ladders horizontally to bridge gaps.
- Ladders supplied by Good Energy are for use by company employees only and should never be lent to non-employees.
- Always face the ladder and use both hands to ascend or descend.
- Never over-reach, move and re-secure the ladder if necessary. Keep your body within the stiles.

- If possible, a second person should be used to foot the ladder but never have more than one person on the ladder at any one time.

Prior to their use Line Managers must ensure that employees are fit to transport and use the ladders provided.

Employees should report any health issues temporary or permanent that may preclude them from using ladders.

These may include:

- Recurring dizziness
- Epilepsy
- Psychiatric conditions (Inc. fear of heights)
- Heart condition
- Severe lung conditions
- Alcohol and drug abuse
- Significant impaired joint function
- The taking of any medication that may impair an employee's ability to function normally.
- Any muscular skeletal disorder that may restrict an employee from carrying, erecting or using ladders.

Any ladder found to be defective must be clearly labelled or marked as such and removed from use until replaced or repaired.

## Legionella Control and Water Management

Legionnaires' disease is a potentially fatal pneumonia (lung inflammation) caused by legionella bacteria. The disease is not contagious and cannot be passed from one person to another. Generally, a person contracts this disease by inhaling bacteria present in water or soil.

We will consider the risk of legionella which, due to our workplace facilities or working activities, may present such risk to our employees and other persons who may be affected.

Where such risk is identified, we will undertake all necessary and appropriate management and control measures to reduce the risk as far as reasonably practicable.

Additional to any in-house assessments and arrangements, we will, if deemed necessary appoint a competent service provider to carry out a comprehensive legionella risk assessment of all our premises; the findings of which shall form the basis of our arrangements and control measures.

To be considered competent, the service provider must be:

- An active member of The Legionella Control Association (LCA).
- Able to ensure that our [hot and cold] water system\* comply fully with current regulatory requirements.
- Able to provide a report which includes Appliance/Asset Register and has considered all required aspects of the assessment, and which offers clear and accurate information and details to enable us to successfully address any issues identified, limit exposure and maintain legal compliance.

\* Denotes: Water System will, where applicable, include all associated plant, equipment and components e.g. pipework, valves, showers, pumps, tanks, and heat exchangers etc.

Where necessary, periodic water source bacteriological sampling and testing will be undertaken; the findings of which shall be acted upon accordingly.

We shall assume that, where they exist, water tanks may be [legionella] contaminated unless there is strong or conclusive evidence to the contrary.

We will monitor all arrangements and procedures that are in-place to manage and control the health risks presented by the existence and/or development of legionella to ensure their effectiveness and maintain the wellbeing of potentially affected persons.

## Lifting Operations and Lifting Equipment

We will ensure that any employee required to undertake any manual handling activity will be suitably trained and competent. This will be confirmed by completion of our annual Manual Handling and Lifting eLearning training that is hosted on Good Energy's learning platform.

Completion of this training will be sought annually with completion records maintained.

We will ensure that lifting equipment where required will be subjected to an assessment to ensure the equipment is suitable for the intended task.

Determining what type of lifting equipment is required for an installation will be carried out as follows:

- During the site survey, our surveyors will be required to answer a set of specific questions where the answer will determine the level of access and egress on the site, as well as the route of travel for heavy pieces of equipment i.e heat pumps and batteries, to its end destination.
- The route of travel i.e number of steps, type of terrain, will dictate which lifting equipment can be used to support our engineers in moving heavy pieces of equipment onsite and eliminate or reduce the need for manual handling activities.
- Lifting equipment will be decided using a decision tree, of which has been recorded.

All lifting equipment used for work on our projects and installations will be:

- Strong and stable enough for the particular use and marked to indicate safe working loads
- Positioned and installed to minimise any risks
- Used safely, i.e. the work is planned, organised and performed by competent trained Employees
- Any employee using lifting equipment will be required to carry out a daily pre-use check to ensure the equipment is safe to use. If an employee does not feel experienced in carrying out this check, they must report the situation to their manager who will support in the checks initially, and training will be arranged to ensure the employee feels competent to do these checks in future.
- Subject to ongoing thorough examinations and, where appropriate, inspected by a competent person, with 6-monthly inspections for the equipment used to move people and 12-monthly inspections for other lifting equipment.

Lifting equipment includes any equipment used at work for lifting or lowering loads including attachments used for anchoring, fixing, or supporting it. A wide range of equipment is covered by these regulations including cranes, fork-lift

trucks, lifts, hoists, mobile elevating work platforms and vehicle inspection platform hoists.

The definition also includes lifting accessories such as chains, slings, eyebolts, etc.

Records of inspections and test certificates for all lifting equipment will be maintained and recorded on our Opus Compliance Cloud Asset Safety System.

## Manual Handling

We recognise that under Section 2 of the Health and Safety at Work etc. Act 1974, every employer has the duty to provide a safe place of work, a safe environment and safe systems of work, so far as is reasonably practicable. This duty includes the need to minimise risk arising from manual handling tasks.

Under the Manual Handling Operations Regulations 1992 (MHOR), manual handling is interpreted as the transporting or supporting of any load.

We will ensure that procedures are in place to avoid the need for hazardous manual handling activities, so far as is reasonably practicable. Where it is not possible to eliminate hazardous manual handling, an assessment will be undertaken to determine the level of risk.

Suitable controls will then be introduced to reduce the risk of injury to the lowest extent reasonably practicable. This may be achieved using automation, mechanical lifting aids or redesigning the system of work or even the workplace itself.

An assessment will take into consideration the tasks, the load, the individual, the environment and any other factors which may affect its safe lifting and carrying (for example the use of personal protective equipment).

Reassessment may also be required where accident/absence statistics show that the original control measures were not sufficiently effective.

Where appropriate Good Energy is also under a duty to provide employees with information on the weight of the load and the centre of gravity, where this is not positioned centrally. All employees required to carry out manual handling activities will be required to complete annual eLearning training and completion records of such training will be actively sought and maintained.

There is no maximum weight that a person can be required to handle. Tasks will be assessed based on an ergonomic approach to manual handling operations in the workplace, i.e. fitting the task to suit personal abilities and limitations.

## Lone Working

Lone employees are those who work by themselves without close or direct supervision. In usual day to day operations, there is no requirement for lone working. Any lone working activities will be assessed on an individual basis through consultation with the employee and their line manager.

Specific to Good Energy these people can be:

- Remote and hybrid working employees (employees who work from home)
- Those who may be required to work outside normal hours for whatever reason
- Employees who in the course of their duties need to visit unoccupied premises or construction sites.
- Similarly, employees who visit domestic, educational, or commercial premises.

Lone working, by its very nature will involve the individual employee in additional risks beyond those associated with their normal duties.

This may include, isolation, unfamiliarity of the area or premises visited, exposure to unknown hazards (e.g. asbestos, structural instability, sharps etc.).

It may also result in individuals being exposed to violence or aggression from third parties.

We will therefore carry out a Lone Employees Risk Assessment to make every effort to control risks giving priorities to control measures that eliminate lone working risks.

General guidance for employees required to carry out lone working duties:

- Employee must not assume that having a mobile phone and backup plan is sufficient safeguard itself.
- Employee should take all reasonable precautions to ensure their own safety and always be aware of their environment.
- It is the responsibility of employee to assess the risk continuously while out on visits.
- Before working alone, an assessment of risks involved should be made in conjunction with the Line Manager.
- Employee must inform their line manager or other nominated person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed.

- Employee that are delayed or expect to return to the office later than agreed must inform the office.
- If violence is threatened and employee, feel that they are in danger, they should leave immediately.
- Ensure that you have all the necessary personal protective equipment and appropriate equipment such as ladders, torch etc. that may be required to carry out the task safely.
- Employee must ensure that any mobile phone is fully charged or that battery life is not low prior to making a lone visit. It is also advisable for lone employees to ensure that mobile phones are programmed with a quick dial number for emergencies.

## **Monitoring and review of this policy**

We will ensure that the health and safety policy will be formally reviewed at least every 12 months, following major incidents and when legislation dictates.

The Health and Safety Committee or the person responsible for health and safety will establish or amend health and safety policies to ensure ongoing compliance with legislation and best practise standards.

Health and safety policy and performance will be a regular item for discussion at health and safety meetings.

All accidents, incidents or near misses will be reviewed at the Health and Safety meetings.

All employees are encouraged to bring to the notice of their line management any areas where Good Energy Health and Safety policy appears to be inadequate. Where appropriate the suggestions will be passed to The Directors for consideration.

The External Health and Safety Advisor will visit all sites, at regular intervals as agreed, and shall report on hazards, defects or breaches of regulations observed during the visit with a view to both public safety and the safety of Good Energy employees. A report on the inspection will be sent to senior management directly after the inspection.

All Managers, supervisors and employees will regularly report on health and safety matters within Good Energy including the progress in achieving our objectives and performance against health and safety key performance indicators, to their external safety advisor.

Our objective will be to learn by the mistakes of others and be aware of potential hazards and deal with them proactively.

## Permit to Work

We recognise instances where, due to legal requirements or significant risk(s) are presented, a Work Permit may be required.

When applicable, where we regard the need, utilisation and strict observance of Permit to Work procedures as a fundamental requirement to further safeguard the health and safety of its employee and others who may be affected by the Company's working practices; as such, any contravention of such procedures is strictly prohibited, and any such breach may lead to disciplinary action being taken.

A Permit to Work procedure may be a requirement by Good Energy or Client of the Company. In the case of procedures operated by others, detailed discussions will be required between management from our Company and the organisation of the Company operating the procedure; if the permit procedure does not cover the requirements, improvements will be made to change the procedure.

Where Permit to Work procedures are set-up by Good Energy, the Health and Safety Manager will ensure that the procedures are clearly defined and the employees who will operate the system have been fully instructed.

Supervisors and Employees must be aware of the permit procedure, trained and instructed on the type of Plant/Machinery they are expected to use.

The Client will ensure that all persons under their control are aware of the permit procedure and the work for which a permit is required.

We will ensure that notices, signs, etc, prohibiting access to areas, plant, are displayed clearly, are maintained, and replaced immediately if lost, damaged or become illegible.

We will undertake regular checks to ensure that the permit procedure is being followed and that current permits are in the possession of authorised person(s).

### Risk control measures

In most cases, the permit-issuer will be the Client company or authorised contractor. In such cases the procedure and scope of works must be fully discussed and agreed before any work takes place.

A Live Permit Record must be maintained, clearly visible and kept by the permit-issuer.

Establish that all personnel undertaking the work have been fully instructed and understand the exact requirements of the system.

## Personal Protective Equipment (PPE)

Where risks to health and safety cannot be eliminated through other workplace controls then we have a duty to provide suitable PPE free of charge to its employees.

We will issue the following PPE to all employees that may be required to visit or work on sites:

- Suitable protective footwear.
- Head protection.
- A high visibility clothing.
- Safety glasses.
- Gloves.
- Dust mask.

Any other requirement for specific items of PPE identified through risk assessments or method statements will be provided as and when necessary.

Additional PPE will be provided to ensure compatibility with other previously supplied items of PPE.

### General guidance for employees:

- All protective clothing supplied to employees remains the property of Good Energy
- Hard hats will be replaced prior to the hat's expiry date.
- PPE must be worn and used in accordance with the instructions provided.
- Employees must take reasonable care of any PPE provided to them.
- PPE must be visually examined by the employee before each use.
- Employees are reminded that under The Personal Protective Equipment at Work Regulations 1992 it is an offence for them to deliberately damage or misuse any PPE provided.
- Any loss, accidental damage or obvious defect must be reported immediately to their supervisor.
- All employees will be required to sign for items of PPE that have been issued to them.
- On termination of employment the employee will be required to return ALL assigned PPE.

## **The Provision and use of Work Equipment (PUWER)**

It our responsibility to ensure suitable equipment is provided and an assessment of risk is carried out.

This will be completed by the Health and Safety Manager in consultation with employees carrying out activities with work equipment.

The assessment will consider the current provision of protection and preventative measures. All personnel will ensure the equipment and tools are regularly maintained and in good working order with suitable records in place.

All users will be suitably trained and made aware to check the equipment and tools prior to use and report any defects to their manager.

On occasion we may need to hire equipment due to specialised work or quantity of work.

We will identify suitable equipment and tools which will only be obtained from approved hire companies which supply the appropriate training and supporting documentation to ensure all employees and sub-contractors are suitably trained in the use of the equipment.

We will ensure any new plant and equipment has been identified as being suitable for the operations and meets current health and safety standards before being purchased.

## **Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)**

Accidents (no matter how minor an injury may be), incidents, and near misses must be recorded in the Accident Book located in the office or on site and then copied into our accident log.

An initial investigation will be carried out by a nominated competent person and assisted, if necessary, by the external Health and Safety Advisor.

If the incident is of a type where the actual or underlying cause needs to be established or where recurrence is likely, a detailed investigation will be conducted and supported with a full report and corrective actions communicated to Good Energy employees and sub-contractors to prevent further accidents.

We recognise our legal duties under RIDDOR that require them to report and record some work-related accidents by the quickest means possible.

### The Health and Safety Manager will report:

- Deaths
- Major injuries
- over 7-day injuries – where an employee or self-employed person is away from work or unable to perform their normal work duties for more than 7 consecutive days
- Injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital
- Some work-related diseases
- dangerous occurrences – where something happens that does not result in an injury but could have done.

RIDDOR applies to all work activities, however not all incidents are reportable. If an accident has occurred in a work situation The Directors will contact the External Health and Safety Advisor who will advise whether the accident is reportable.

## **Risk Assessments**

We undertake risk assessments of all identified hazards related to work undertaken by our workforce.

We eliminate these risks wherever possible. Where we cannot achieve this, we implement suitable and sufficient control measures, based on these assessments, to reduce and manage, so far as is reasonably practicable, the risks to our employees and others.

Our risk assessments are reviewed periodically, and new work activities are risk assessed, as above. We have listed the specific activities undertaken by our employees that are likely to carry significant risk.

We have considered the risk from each of these activities and assessed whether the control measures are adequate or whether further action is necessary.

The results of all significant and completed risk assessments have been made known to our employees and are available for their reference.

Risk Assessments are carried out for each job, these are made specific to the works being carried out to ensure that all the risks that are present have been assessed and adequate control measures have been put in place to reduce the risk to our employees and others that may be affected by our works.

In the event of works changing employees will stop work and review the current Risk Assessments and adapt them to suit accordingly, once the Risk Assessments have been changed these will then override the original documents. All employees will be briefed on the changes and sign to say they understand them.

Risk assessments are reviewed annually and updated as required. They are also reviewed whenever circumstances have changed and following the investigation of any accidents or incidents that may occur.

When we produce our Risk Assessments, we follow the "5 Steps to Risk Assessment" theory.

## Safe Systems of Work

A Safe System of Work (Method Statement) is a systematic method of looking at work activities, considering all the activities within a work process, what procedures, risk and COSHH assessments are in place and deciding on suitable control measures to prevent loss, damage or injury in the workplace.

- The methodology to be used is as follows:
- Identification of Scope of works and Responsibilities
- Identification and notification of Emergency procedures, emergency numbers and nearest hospital
- Identification of hazard associated with the scope of work and assessments
- Inclusion of any drawings or site mapping
- Identification of specialised hazards (such as lifts and lifting plans) associated with the scope of work and specific assessments (i.e. LOLER)
- Identification of COSHH hazard associated with the scope of work and assessments
- Identification of plant and tools hazard associated with the scope of work and assessments (i.e. PUWER-Vibration)
- Identification of personal Protective Equipment required because of control measures associated with the scope of work and assessments
- Describe methods for inductions and training
- Identify sub-contracted elements and qualifications required of sub-contractors
- Review Safe System of work and update if necessary.

A suitably competent person will carry out a suitable and sufficient safe system of work in some cases this may be carried out by the external safety advisor.

Any control measures introduced will be proportionate to the risk.

Positive action will be taken where significant risks are identified with action for low risks being lower priority. In all cases though, those at risk will be informed of the risks involved.

All employees will be required to fully co-operate with the health and safety requirements of the premises or site they are visiting.

## **The Control of Vibration of Work**

We will ensure a suitable risk assessment is carried out to assess the risk of both hand arm and Whole-Body vibration to its employees.

The risk assessment will identify the control measures that we need to implement to ensure that exposure levels are reduced to an acceptable level to both Hand Arm Vibration Syndrome (HAVS) and Whole-Body Vibration Syndrome (WBVS).

As a minimum, we will:

- Ensure that suitable tools with vibration reduction features are used
- Ensure working patterns are established to rotate and limit the time spent using vibratory tools
- Supply and train employees in the correct use and storage of anti-vibration gloves.
- Check for and encourage employees to report any signs of symptoms of HAVS/WBVS
- Provide information and training to avoid unnecessary exposure to vibrations.

The main symptoms of HAVS or WBVS are:

### HAVS

- Whitening of the fingers
- Joint pain or stiffness
- Tingling and numbness in the fingers (which can cause sleep disturbance).
- Not being able to feel things with your fingers.
- Loss of strength in your hands (you may be less able to pick up or hold heavy objects).

### WBVS

- Stomach aches
- Chest pain
- Headaches
- Nausea and poor balance
- Back pain (displaced and injured discs)

Whole Body Vibration Syndrome can also influence the digestive, circulatory and respiratory systems.

The table below is a 'ready reckoner' for calculating daily vibration exposures.

All you need is the vibration magnitude (level) and exposure time.

The ready reckoner covers a range of vibration magnitudes up to  $40\text{m/s}^2$  and a range of exposure times up to 10 hours.

The exposures for different combinations of vibration magnitude and exposure time are given in exposure points instead of values in  $\text{m/s}^2 \text{ A (8)}$ . You may find the exposure points easier to work with than the  $\text{A (8)}$  values.

- Exposure points change simply with time: twice the exposure time, twice the number of points
- Exposure points can be added together, for example where a employee is exposed to two or more different sources of vibration in a day.
- The exposure action value ( $2.5 \text{ m/s}^2 \text{ A (8)}$ ) is equal to 100 points
- The exposure limit value ( $5 \text{ m/s}^2 \text{ A (8)}$ ) is equal to 400 points



3. Find the value in the table that lines up with the magnitude and time. The illustration shows how it works for a magnitude of 5 m/s<sup>2</sup> and an exposure time of 3 hours; in this case the exposure corresponds to 150 points.
4. Compare the points value with the exposure action and limit values (100 and 400 points respectively). In the example the score of 150 points lies above the exposure action value.
5. The colour of square containing the exposure points value tells you whether the exposure exceeds, or is likely to exceed, the exposure action or limit value:

	Above Exposure Limit
	Likely to be at or above limit value
	Above exposure action value
	Likely to be at or above action value
	Below exposure action value

If an employee is exposed to more than one tool or process during the day, repeat steps 1-3 for each one, add the points, and compare the total with the exposure action value (100) and the exposure limit value (400).

## Training

We recognise our duties as employers and will provide training to all employees that work for the company, training sessions will be selected for an employee based on their role within the company.

We will provide information, instruction, training and supervision for all their employees so far as reasonably practicable, to ensure the health and safety of our workforce.

On commencement of employment any new employee will receive an induction to the company, they will be given the basic knowledge of the risks and hazards within the company, at the induction stage it will be determined what extra training needs to be carried out for the employee to ensure that they are adequately trained to carry out their role safely.

Training will be carried out through various methods as follows:

- Monthly Toolbox Talks
- Annual eLearning Programmes for refresher trainings and compliance
- Trade Training
- H&S Training Courses

No employee will be expected to carry out works that they have not been adequately trained in.

A Training Matrix will be kept for all Good Energy employees, this will be kept up to date, and any training that is due to expire will be completed prior to the expiry date.

We will use their external safety advisor to assist them with the selection of training required for his employees where required.

When assuming the role of the *Immediate Training Provider* we will comply fully with the requirements of the current Health and Safety (Training for Employment) Regulations; as such, will ensure that those persons at work for the purpose of a training course and/or Work Experience Programme will be regarded [and shall receive the same rights and entitlements] as an employee.

## **Violence At Work**

Violence and aggression at work is defined by the Health and Safety Executive as any incident in which an employee is abused, threatened or assaulted by a member of the public, pupil, service user or their family in circumstances arising out of the course of their employment.

This may include:

- Verbal abuse
- Threatening behaviour
- Serious or persistent harassment
- Physical assault.

We do not condone the above nor does it wish any of its employees to encounter such situations as the above. Should any employee encounter any of the above they should distance themselves immediately from the situation and report the incident to their line manager immediately.

They in turn will organise an investigation of the incident by a competent person, who will produce a report including recommendations, actions etc.

Employee Support

- Line Managers must understand and accept their role in providing support to employees and will be sufficiently trained to do so.
- Line Managers will provide debriefing and support for all employees who have been victims of a violent or aggressive act.
- Their absence from work is believed to arise from a violent or aggressive incident, any such absence will be treated as special leave rather than sickness absence.

Police Involvement

- The Line Manager will report the matter to the police at the employee's request.
- A decision to report the incident to the Police should be in accordance with the nature and severity of the assault and, if possible, with the approval and consent of the employee but Good Energy reserves the right to report the matter to the Police without the employee's consent.

## Return to Duty

Where an employee has been absent from work following a reported violent incident, the Line Manager concerned shall ensure appropriate support for the employee is given, where appropriate.

Prior to the employee returning to work, the Line Manager, in consultation with The People and Culture team and the employee shall consider:

- Whether referral of the employee to the Occupational Health Nurse, either prior or immediately following his/her return to work, is appropriate
- Whether the employee should be temporarily transferred to other duties
- Whether it would be appropriate for the employee to initially return on a part-time basis
- Whether refresher training is required as part of returning to work
- Whether there should be a temporary restriction in the range of duties being undertaken by the employee

## **Welfare And Wellbeing (Occupational Health)**

We have a legal duty to protect the health, safety and welfare of everyone in the workplace.

To this end, we will ensure that all premises under our control have:

- Adequate ventilation
- A planned preventative maintenance schedule in place
- A comfortable thermal environment (minimum 16 degrees Celsius).
- Sufficient lighting to enable people to work and move about safely.
- Separately powered automatic emergency lighting.
- A regularly cleaned and maintained workplace.
- Sufficient individual workspace and circulation space.
- Workstations, including furniture and seating suitable for the people using them.
- Suitable and sufficient sanitary conveniences and washing facilities including shower facilities and a constant supply of hot and cold water, soap and towels or other means of cleaning and drying. Together with dedicated disabled facilities.
- A separate supply of wholesome drinking water.
- Rest facilities.
- Food preparation and storage facilities.

### On site Facilities

Toilet and welfare facilities must be available and consent from the customer should be obtained before the work commences.

- Emergency Equipment-Extinguisher-First Aid
- Suitable and sufficient sanitary conveniences and washing facilities and a constant supply of hot and cold water, soap and towels or other means of cleaning and drying.
- A separate supply of wholesome drinking water.

### Occupational Health

We ask that all our field-based employees complete our annual health surveillance questionnaire hosted on the Opus Compliance Cloud System. This is a voluntary questionnaire, and employees are not mandated to provide us with this information. However, completing this questionnaire allows us to monitor employee health and ensure work activities are not contributing to pre-existing medical conditions or causing any medical conditions itself.

## Work at Height

We will ensure work is properly planned, supervised, and carried out by competent people with the skills, knowledge and experience to do the job and our engineers will be competent and suitably experienced to use the right type of equipment for working at height.

We will take a sensible approach when considering precautions and will first assess the risks.

Factors that will be taken into consideration include the height of the task, the duration and frequency, and the condition of the surface being worked on.

Before working at height, we will assess the following points:

- Avoid work at height where it's reasonably practicable
- Where work at height cannot be easily avoided, we will prevent falls using either an existing place of work that is already safe or the right type of equipment
- Minimise the distance and consequences of a fall, by using the right type of equipment where the risk cannot be eliminated

We will at first consider measures that protect everyone at risk, rather than the individual (Collective Protection)

If Collective Protection cannot be utilised, then measures will be taken to protect everyone (Personal Protection)

Collective protection is equipment that does not require the person working at height to act for it to be effective. Examples are permanent or temporary guardrails, scissor lifts and tower scaffolds.

Personal protection is equipment that requires the individual to act for it to be effective. An example is putting on a safety harness correctly and connecting it, with an energy-absorbing lanyard, to a suitable anchor point.

We will ensure:

- As much work as possible is carried out from the ground
- Employees can get safely to and from where they work at height
- Equipment is suitable, stable and strong enough for the job, maintained and checked regularly.
- Employees that use ladders and step ladders will be required to complete a monthly inspection of their ladder and this will be hosted on our Opus Compliance Cloud System.

- Precautions are taken when working on or near fragile surfaces
- Protection from falling objects is taken into consideration
- Emergency evacuation and rescue procedures are in place prior to working at height

Good Energy employees will not:

- Overload ladders
- Overreach on ladders or stepladders
- Rest a ladder against weak upper surfaces, e.g. glazing or plastic gutters
- Use ladders or stepladders for strenuous or heavy tasks, only use them for light work of short duration (a maximum of 30 minutes at a time)
- Let anyone who is not competent work at height

We will avoid working at heights wherever possible. However, if working at height is unavoidable a specific risk assessment will be carried out for working at height to identify specific hazards and the degree of risk present.

We will ensure that:

- All work at height is properly planned and organised
- Those involved in work at height are competent
- The risks from work at height are assessed
- Appropriate work equipment is identified, selected, and used
- The risks from fragile surfaces are properly controlled
- Equipment for work at height is properly inspected and maintained by a competent person
- Employees who work at height will be trained in working at height and in the use of equipment. This will be achieved by requiring all our employees to complete an annual Working at Height awareness eLearning and completion records of such training will be sought.

## Waste Management

We do not generate excessive amounts of waste from our onsite activities. Where possible, any materials will be reused onsite or removed back to the local premises where a competent person will inspect and check the materials and equipment that can be recycled.

Any materials or equipment that cannot be recycled will be disposed of through licenced waste carriers.

In carrying out these activities, we will take all reasonable steps to ensure that:

- All waste from site is dealt with in accordance with our client's preferences and materials will be handled efficiently with waste managed appropriately

We will always ensure that waste is suitably segregated and where possible, the below waste hierarchy followed:

- Re-used (whether this on or offsite)
- Recycled (whether this on or offsite)
- Sent for another form of recovery
- Sent to landfill

Any sub-contractors engaged on our projects will adhere to this procedure and site inspections will ensure these controls are being followed.