



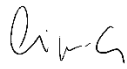
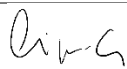
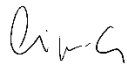
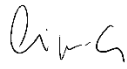
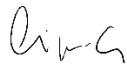
Safety, Health & Environmental Policy

The Coastline Group

Coastline House
4 Barncoose Gateway Park
Pool
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TR15 3RQ

Issue Date: March 2026

Revision Status

Revision	Date Issued	Amendment change	Approved by	Signature
1.0	May 2022	Annual review	Chief Executive Officer	
2.0	May 2023	Annual review	Chief Executive Officer	
3.0	March 2024	Annual review	Chief Executive Officer	
3.1	April 2024	3.23 Lone Workers – Removed the wording “(SkyGuard)” 3.33 Security – Individual addresses removed Appendix B Services Working Procedures – Various changes to reflect current working practices	Chief Executive Officer	
4	March 2025	Annual review 3.3 Add Building Safety Act wording 3.4 Add Construction (Design and Management) Regulation wording 4.15 Wording added	Chief Executive Officer	
5	March 2026	Annual review Replace the title Heads of Service with Assistant Directors 4.10 DSE – Reworded 3.16.3 Workplace Stress and Common Mental Health Problems - Reworded	Chief Executive Officer	

On receipt of this document / revision, please destroy all previous and now obsolete copies.

The next review is due: March 2027

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Section 1.0 Statements of Intent

Statements of Intent

1.1 Health & Safety Policy Statement of Intent

Our vision is to create and maintain an environment where care for our people, and those who work with us, is our top priority; where the belief that all accidents are preventable prevails.

The objective of this policy is to attain and maintain high standards of health and safety performance throughout the Coastline Group.

All persons conducting activities under the name of Coastline will adhere to this Health & Safety Policy.

Coastline will comply with the Health and Safety at Work etc. Act 1974 and Regulations subsequently laid under it and meet the standards required therein.

Hazards will be identified and the risk of injury, disease or dangerous occurrence will be minimised by the achievement and maintenance of high standards of health and safety. These standards will be achieved, so far as is reasonably practicable, by:

- Demonstrating a visible management commitment to high standards of health and safety performance and the promotion of a positive health and safety culture throughout the Coastline Group;
- Providing and maintaining a safe working environment that is without risk to health, together with adequate facilities and arrangements for the welfare of colleagues;
- Providing and maintaining plant, equipment and systems of work that are safe and without risk to health;
- Providing and maintaining means of access to and egress from the workplace that are safe and without risk;
- Having in place adequate arrangements for the regular assessment of work activities in order to identify related hazards and to control associated risk;
- Having in place effective systems to protect colleagues and other persons affected by Coastline activities;
- Having in place adequate arrangements to ensure safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances;
- Providing such information, instruction, training and supervision as is necessary to ensure the health and safety of colleagues of Coastline;
- Obtaining the co-operation of colleagues in enabling statutory obligations under health and safety legislation to be met;
- Engaging industry and specialist experts where necessary to support, advise, provide training and audit health and safety related arrangements; and
- Committing to a process of continual improvement with respect to health and safety management in all areas of the business, with the active engagement and participation of colleagues and contractors.

Signed



Date

March 2026

Chief Executive Officer

Review Date

March 2027

1.2 Environmental Policy Statement of Intent

Coastline Group considers environmental management to be of prime importance and is fully committed to fulfilling all environmental responsibilities as well as continuous improvement of environmental performance. As such Coastline Group will work with clients, contractors, suppliers and the workforce towards achieving this goal.

The objective of this policy is to attain and maintain high standards of environmental performance throughout the Coastline Group.

All persons conducting activities under the name of the Coastline Group will adhere to this Environmental Policy.

It is the Policy of Coastline to:

- Understand and comply with all legal requirements, codes of practice and regulations;
- Organise operations in order to minimise pollution and disturbance to neighbours and the general public;
- Provide assistance, training and information that may be necessary to personnel at all levels;
- Use materials and resources with regard to long-term sustainability;
- Employ a consistent framework for the management of environmental issues across all its operations;
- Audit environmental performance.

The successful management of environmental issues will be achieved by:

- Identification and management of environmental risks and aspects;
- Prevention of pollution;
- Environmentally conscious procurement;
- Minimisation of waste;
- Provision of prompt response to incidents and emergencies;
- Promotion of environmental issues and good practice; and
- Reviewing and reporting on the content and implementation of this policy.

Signed		Date	March 2026
			
	Chief Executive Officer	Review Date	March 2027

Section 2.0 Roles & Responsibilities

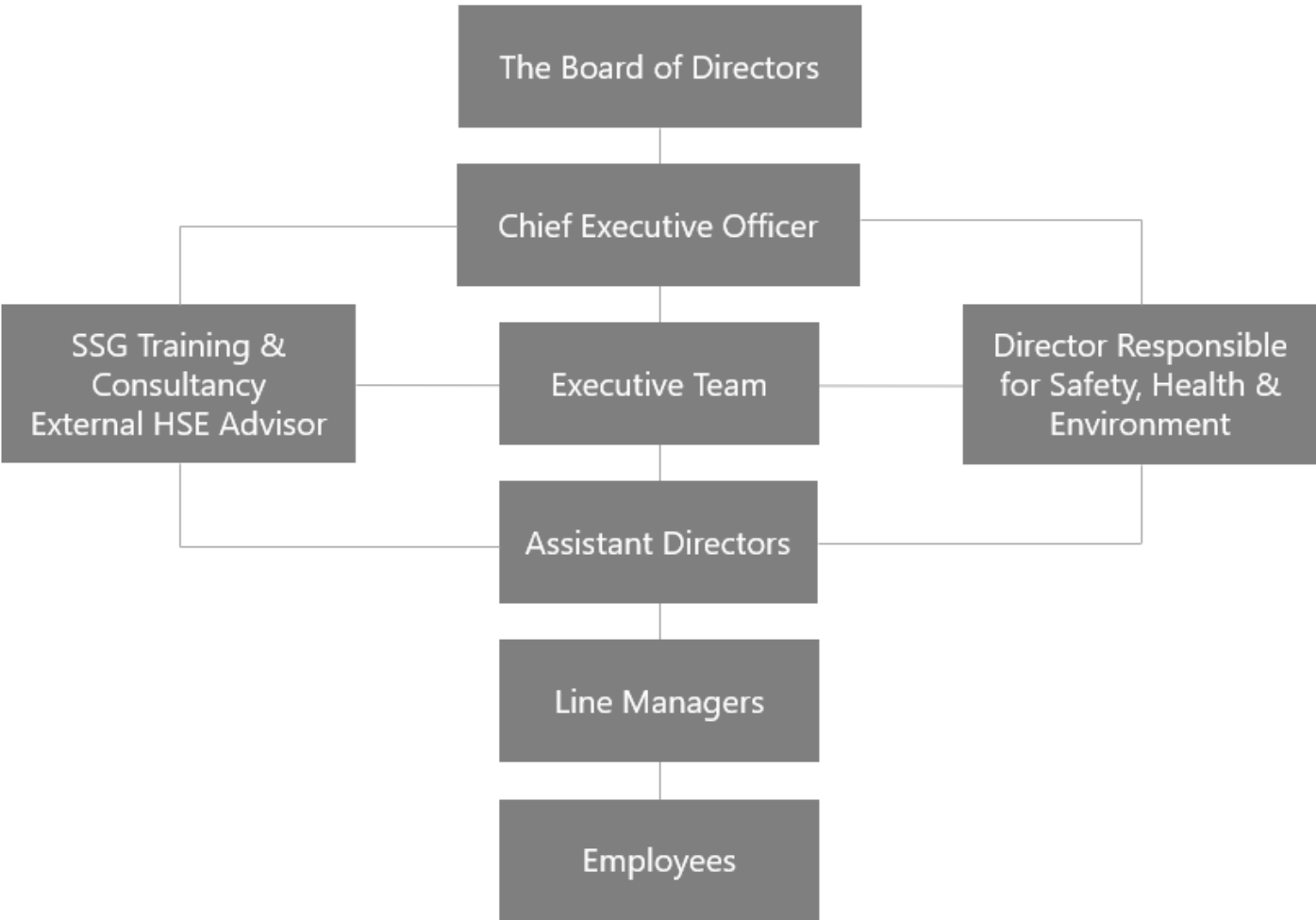
Roles & Responsibilities

2.1 Introduction

Safety, Health and Environmental (SHE) management is the responsibility of all personnel of Coastline Group and is a joint responsibility with contractors. It is the responsibility of the Board, Chief Executive, Director Responsible for SHE, Executive Team, Assistant Directors and Line Managers to ensure that all personnel and contractors are properly equipped, trained and motivated in order to ensure high SHE standards at work.

- Employees (colleagues) are deemed to be those persons directly employed, either on a full-time or part-time basis, by the Coastline Group and those self-employed persons who undertake work on behalf of the Coastline Group.
- Contractors are deemed to be those persons who work for the Coastline Group but who are not direct colleagues. The term 'contractor' is understood to include all associated sub-contractors.
- Suppliers are deemed to be those persons who supply goods and/or services.

2.2 Coastline SHE Organisation Chart



2.3 Board of Directors

The Board of Directors will support the Chief Executive Officer in ensuring that there is a culture of continuous improvement in all aspects of health, safety and welfare across the Coastline Group.

2.4 Executive Team

The Executive Team under the direction of the Chief Executive Officer will ensure that there is a culture of continuous improvement in all aspects of safety, health and welfare across the Coastline Group.

In recognition of the legal duties imposed upon them, the Executive Team will ensure:

- Ensure that every aspect of safety, health and the environment and its implications is given due consideration in all executive decisions.
- Ensure adequate resources are available to implement Coastline SHE Policy and to enable legal and moral obligations to be met.
- Seek advice, as and when appropriate, on SHE issues.
- Maintain effective communication routes throughout Coastline and ensure colleagues are aware of the Coastline SHE Policy and other SHE matters as they arise.
- Action is taken to resolve any issues referred by the Chair of the Health and Safety Committee, which could not be resolved within this forum.
- Ensure that SHE management within Coastline is periodically audited to ensure that high standards of SHE performance are being maintained and to identify areas where improvements are to be made.
- Ensure that SHE performance is regularly reviewed.

2.5 Director Responsible for Safety, Health & Environment

The Director Responsible for Safety, Health and Environment (SHE) (with the co-operation of, and through co-ordination with the Executive Team, Assistant Directors and Line Managers) has overall responsibility for the Safety, health and welfare of all Coastline colleagues, for the environmental impact of Coastline activities and fulfilment of all legal duties imposed on him, as the Employer, by relevant legislation.

In recognition of the legal duties imposed upon him, the Director Responsible for SHE will:

- Understand the main requirements of the Health and Safety at Work, etc. Act 1974.
- Ensure that every aspect of safety, health and the environment and its implications is given due consideration in all executive decisions.
- Set, monitor and review the effectiveness of Coastline's SHE Policy, ensuring that it meets current legislative requirements and accurately reflects Coastline activities.
- Ensure adequate resources are available to implement Coastline's SHE Policy and to enable legal and moral obligations to be met.
- Seek advice, as and when appropriate, on SHE issues.
- Ensure that all new colleagues receive adequate induction training as soon as is reasonably practicable after joining Coastline.
- Ensure all colleagues receive suitable information, instruction, training and where appropriate, supervision to ensure their competence for the work they are to undertake.
- Ensure that all plant, equipment and materials are safe and suitable for the work for which they are to be used.
- Ensure that suitable and sufficient risk assessments of Coastline activities are undertaken to identify and implement effective control measures required to eliminate, reduce or control the risk of harm occurring to colleagues or others who may be affected by the activity.
- Ensure that the results of the risk assessments are effectively communicated throughout Coastline and to others who may be affected by the activity.
- Ensure colleagues are provided with PPE as identified by risk assessment.

- Ensure colleagues are trained in the use and maintenance of PPE.
- In respect of hazardous substances, ensure that appropriate information is available to enable suitable assessment of the process to be conducted.
- Ensure that accidents and near misses are reported, investigated and recorded.
- Ensure that all injuries, diseases, dangerous occurrences and significant near misses involving Coastline colleagues are investigated and, where appropriate, reported as required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- Maintain effective communication routes throughout Coastline and ensure colleagues are aware of the Coastline's SHE Policy and other SHE matters as they arise.
- Take immediate action in respect of:
 - Prohibition and improvement notices;
 - Matters of complaint by Health and Safety Executive Inspectors;
 - Concerns by colleagues or others, of SHE standards; and
 - Accidents, incidents and near misses involving Coastline colleagues.
- Ensure maintenance of registers and records as required by current legislation.
- Ensure that SHE management within Coastline is periodically audited to ensure that high standards of SHE performance are being maintained and to identify areas where improvements are to be made.
- Ensure that SHE performance is regularly reviewed.

2.5.1 Duties Under the Construction (Design & Management) Regulations 2015

Client Responsibilities

In recognition of the legal duties imposed under the Construction (Design & Management) Regulations 2015, for projects where Coastline is the **Client**, or is taking on CDM duties on behalf of a domestic client, the Director Responsible for SHE will ensure that:

- Suitable arrangements are made for managing a project, including the allocation of sufficient time and other resources. Arrangements are suitable if:
 - the construction work can be carried out, so far as is reasonably practicable, without risks to the health or safety of any person affected by the project; and
- Welfare facilities provided from the beginning and throughout the construction phase are in compliance with Schedule 2 of CDM 2015.
- Arrangements identified above are maintained and reviewed throughout the project.
- Where there is more than one contractor on site at any time (or it is foreseeable that there will be) the following are appointed in writing as soon as is practicable before the construction phase begins:
 - A Principal Designer who controls the Pre-Construction Phase
 - A Principal Contractor who controls the Construction Phase
- Reasonable steps are taken to ensure that Designers (including Principal Designer), Contractors (including Principal Contractor), and other team members that are appointed have the skills, knowledge, experience and organisational capability to fulfil their role and secure health and safety of those working on the project.
- Reasonable steps are taken to ensure that the Principal Designer and Principal Contractor comply with their respective duties.
- Pre-construction Information is provided as soon as is practicable to every designer and contractor appointed, or being considered for appointment, to the project.
- A Construction Phase Plan is drawn up before the construction phase begins.
- The Principal Designer prepares and maintains a Health and Safety File.
- The HSE are notified in writing when a project is notifiable. A project is notifiable when:
 - It lasts longer than 30 working days and has more than 20 persons on site at any one time

- Exceeds 500-person days
- All parties involved with the project cooperate with one another.

Designer Responsibilities

In recognition of the legal duties imposed under the Construction (Design and Management) Regulations 2015, for projects where Coastline is the Designer, the Director Responsible for SHE will:

- Not accept an appointment unless they have the skills, knowledge and experience, and, if they are an organisation, the organisational capability, necessary to fulfil the role that they are appointed to undertake, in a manner that secures the health and safety of any person affected by the project.
- Not commence work in relation to a project unless satisfied that the client is aware of their duties under these Regulations.
- Take reasonable steps to ensure that designers, contractors or other team members that are appointed have the skills, knowledge, experience and organisational capability to fulfil their role and secure the health and safety of those working on the project.
- When preparing or modifying a design, take into account the general principles of prevention and any pre-construction information to eliminate, so far as is reasonably practicable, foreseeable risks to the health or safety of any person:
 - carrying out or liable to be affected by construction work
 - maintaining or cleaning a structure or
 - using a structure designed as a workplace.
- If it is not possible to eliminate these risks the designer must, so far as is reasonably practicable:
 - take steps to reduce or, if that is not possible, control the risks through the subsequent design process
 - provide information about those risks to the principal designer and
 - ensure appropriate information is included in the health and safety file.
- Take all reasonable steps to provide, with the design, sufficient information about the design, construction or maintenance of the structure, to adequately assist the Client, other Designers and Contractors to comply with their duties under these Regulations.
- Provide information that is both comprehensive as possible and as soon as is practicable.
- Cooperate with all parties involved with the project. Report anything they are aware of in relation to the project which is likely to endanger their own health or safety or that of others to the relevant duty holder.

Principal Designer Responsibilities (in addition to Designer)

In recognition of the legal duties imposed under the Construction (Design and Management) Regulations 2015, for projects where Coastline is the Principal Designer, the Director Responsible for SHE will:

- Ensure that they have the skills, knowledge and experience, and, if they are an organisation, the organisational capability, necessary to fulfil the role that they are appointed to undertake, in a manner that secures the health and safety of any person affected by the project.
- Assist the client in the provision of the pre-construction information and provide pre-construction information, promptly and in a convenient form, to every designer and contractor appointed, or being considered for appointment, to the project.
- Plan, manage and monitor the pre-construction phase and coordinate matters relating to health and safety during the pre-construction phase to ensure that, so far as is reasonably practicable, the project is carried out without risks to health or safety.
- Take into account the general principles of prevention and where relevant, the content of any construction phase plan and any health and safety file.
- Ensure all Designers comply with their duties.
- Ensure that all persons working in relation to the pre-construction phase cooperate with the Client, the Principal Designer and each other.

- Cooperate with all parties involved with the project.
- Liaise with the Principal Contractor for the duration of the Principal Designer's appointment and share with the Principal Contractor information relevant to the planning, management and monitoring of the construction phase and the coordination of health and safety matters during the construction phase.

Principal Contractor Responsibilities

In recognition of the legal duties imposed under the Construction (Design & Management) Regulations 2015, for projects where Coastline is the Principal Contractor, the Director Responsible for SHE will:

Construction Phase

- Not accept an appointment unless they have the skills, knowledge and experience, and, if they are an organisation, the organisational capability, necessary to fulfil the role that they are appointed to undertake, in a manner that secures the health and safety of any person affected by the project.
- Not commence work in relation to a project unless satisfied that the client is aware of their duties under these Regulations.
- Take reasonable steps to ensure that designers, contractors or other team members that are appointed have the skills, knowledge, experience and organisational capability to fulfil their role and secure the health and safety of those working on the project.
- Plan, manage and monitor the construction phase and coordinate matters relating to health and safety during the construction phase to ensure that, so far as is reasonably practicable, construction work is carried out without risks to health or safety. In particular the general principles of prevention must be taken into account when:
 - design, technical and organisational aspects are being decided in order to plan the various items or stages of work which are to take place simultaneously or in succession and
 - estimating the period of time required to complete the work or work stages.
- Organise cooperation between contractors (including successive contractors on the same construction site).
- Coordinate implementation by the contractors of applicable legal requirements for health and safety.
- Ensure that employers and self-employed persons apply the general principles of prevention in a consistent manner, particularly when complying with the provisions of Part 4 of the Construction (Design & Management) Regulations 2015 and where required, follow the construction phase plan.
- Ensure that employers and self-employed persons follow the construction phase plan.
- Provide a suitable induction.
- Take the necessary steps to prevent access to the construction site by unauthorised persons.
- Provide facilities that comply with the requirements of Schedule 2 (Welfare) throughout the construction phase.
- Liaise with the Principal Designer for the duration of the Principal Designer's appointment and share with them information relevant to the planning, management and monitoring of the pre-construction phase and the coordination of health and safety matters during the pre-construction phase.

Construction Phase Plan and Health and Safety File

- Draw up a Construction Phase Plan or make arrangements for a Construction Phase Plan during the pre-construction phase, and before setting up a construction site.
- The Construction Phase Plan must set out the health and safety arrangements and site rules taking account, where necessary, of the industrial activities taking place on the construction site and, where applicable, must include specific measures concerning work which falls within one or more of the categories set out in Schedule 3.

- Ensure that the Construction Phase Plan is appropriately reviewed, updated and revised from time to time throughout the project so that it continues to be sufficient to ensure that construction work is carried out, so far as is reasonably practicable, without risks to health or safety.
- Provide the Principal Designer with any information in the Principal Contractor's possession relevant to the Health and Safety File during the project.
- Ensure that the Health and Safety File is appropriately reviewed, updated and revised from time to time to take account of the work and any changes that have occurred, if the Principal Designer's appointment concludes before the end of the project. The Health and Safety File will be passed to the Client at the end of the project.

Consultation and Engagement

- Make and maintain arrangements which will enable the Principal Contractor and workers engaged in construction work to cooperate effectively in developing, promoting and checking the effectiveness of measures to ensure the health, safety and welfare of the workers.
- Consult those workers or their representatives in good time on matters connected with the project which may affect their health, safety or welfare, in so far as they or their representatives have not been similarly consulted by their employer.
- Ensure that those workers or their representatives can inspect and take copies of any information which the Principal Contractor has, or which CDM 2015 requires to be provided by the Principal Contractor, which relate to the health, safety or welfare of workers at the site, except any information which would affect national security, contravene data protection, cause substantial damage to Coastline's undertaking or affect ongoing legal contravention or proceedings.
- Provide information that is both as comprehensive as possible and as soon as is practicable.
- Cooperate with all parties involved with the project.
- Report anything they are aware of in relation to the project which is likely to endanger their own health or safety or that of others to the relevant duty holder.

Contractor Responsibilities

In recognition of the legal duties imposed under the Construction (Design & Management) Regulations 2015, for projects where Coastline is a Contractor (other than the Principal Contractor), the Director Responsible for SHE will:

- Not accept an appointment unless they have the skills, knowledge and experience, and, if they are an organisation, the organisational capability, necessary to fulfil the role that they are appointed to undertake, in a manner that secures the health and safety of any person affected by the project.
- Take reasonable steps to ensure that designers, contractors or other team members that are appointed have the skills, knowledge, experience and organisational capability to fulfil their role and secure the health and safety of those working on the project.
- Not commence work in relation to a project unless satisfied that the client is aware of their duties under these Regulations.
- Plan, manage and monitor construction work carried out either by the contractor or by workers under the contractor's control, to ensure that, so far as is reasonably practicable, it is carried out without risks to health and safety.
- Where there is more than one contractor working on a project, a contractor must comply with:
 - any directions given by the Principal Designer or the Principal Contractor and
 - the parts of the Construction Phase Plan that are relevant to that contractor's work on the project.
- If there is only one contractor working on the project, the Contractor must take account of the general principles of prevention when:
 - design, technical and organisational aspects are being decided in order to plan the various items or stages of work which are to take place simultaneously or in succession and
 - estimating the period of time required to complete the work or work stages.

- If there is only one Contractor working on the project, draw up a Construction Phase Plan, or make arrangements for a Construction Phase Plan to be drawn up, as soon as is practicable prior to setting up a construction site.
- Not employ or appoint any person to work on a construction site unless that person has, or is in the process of obtaining, the necessary skills, knowledge, training and experience to carry out the tasks allocated to that person in a manner that secures the health and safety of any person working on the construction site.
- Provide each worker under their control with appropriate supervision, instructions and information so that construction work can be carried out, so far as is reasonably practicable, without risks to health and safety. This must include:
 - Suitable induction if not provided by the Principal Contractor.
 - Procedures to be followed in the event of serious and imminent danger to health and safety.
 - Information on risks to health and safety.
- Not begin work on a construction site unless reasonable steps have been taken to prevent access by unauthorised persons to that site.
- Ensure, so far as is reasonably practicable, that the requirements of Schedule 2 (welfare) are complied with so far as they affect the contractor or any worker under that contractor's control.
- Cooperate with all parties involved with the project.
- Report anything they are aware of in relation to the project which is likely to endanger their own health or safety or that of others to the relevant duty holder.
- Provide information that is both comprehensive as possible and as soon as is practicable.

2.6 Assistant Directors

Assistant Directors are responsible for ensuring that the provisions of the Health and Safety at Work, etc. Act 1974, associated regulations and Coastline policies are observed within their area of responsibility. Authority is delegated to Assistant Directors to oversee and enforce the implementation of the Coastline SHE Policy throughout Coastline operations.

In recognition of the legal duties imposed upon them, the Assistant Directors will:

- Have a thorough understanding of the Coastline Group SHE Policy.
- Ensure that the Coastline Group SHE Policy is effectively communicated to all personnel under their control.
- Ensure that colleagues comply with the Coastline SHE Policy.
- Establish and maintain high standards of SHE performance within their area of responsibility.
- Foster a positive health and safety culture amongst all colleagues.
- Ensure a safe working environment with safe access and egress at all times.
- Ensure safe working practices are observed.
- Develop, implement, record, communicate and monitor the effectiveness of workplace arrangements for SHE specific to their work activities.
- Allocate necessary resources for SHE management within their area of responsibility.
- Ensure that suitable and sufficient risk assessments have been undertaken for work activities within their area of responsibility.
- Ensure that personnel under their control are adequately inducted, trained, instructed and informed.
- Ensure that appropriate equipment is available and maintained in a safe condition.
- Ensure that accidents and near misses are recorded and investigated.
- Maintain all relevant SHE registers, records and documentation, as required by current legislation.
- Carry out routine documented safety inspections of working areas, plant and equipment to identify shortcomings in SHE standards and to initiate remedial action.

- Immediately bring to the attention of the Director Responsible for SHE matters relating to SHE standards or performance.
- Advise and support clients, contractors, etc. and their safety officers on matters relating to the Coastline SHE Policy and all prevailing legislation.
- Ensure personnel at all work locations are fully aware of potential hazards as identified by colleague reports, inspections, safety audits, accident reports and near misses.
- Communicate SHE matters to colleagues and contractors via induction training or briefings.

2.7 Line Managers

Line Managers are responsible for ensuring that the provisions of the Health and Safety at Work, etc. Act 1974, associated regulations and Coastline policies are observed within their area of responsibility. Authority is delegated to Line Managers to oversee and enforce the implementation of the Coastline SHE Policy throughout Coastline operations. Individual Line Managers role profiles provide information on the overall responsibility for supervising and managing other colleagues.

In recognition of the legal duties imposed upon them, Line Managers will:

- Have a thorough understanding of the Coastline Group SHE Policy.
- Ensure that the Coastline Group SHE Policy is effectively communicated to the personnel under their control.
- Ensure that colleagues comply with the Coastline SHE Policy.
- Establish and maintain high standards of SHE performance within their area of responsibility.
- Foster a positive health and safety culture amongst all colleagues.
- Ensure a safe working environment with safe access and egress at all times.
- Ensure safe working practices are carried out at all times.
- Develop, implement, record, communicate and monitor the effectiveness of workplace arrangements for SHE specific to their work activities.
- Allocate necessary resources for SHE management within their area of responsibility. Ensure that all health and safety related information is shared with colleagues, suppliers and contractors to allow safe planning of construction work.
- Ensure that suitable and sufficient risk assessments have been undertaken for work activities within their area of responsibility.
- Ensure that personnel under their control are adequately inducted, trained, instructed and informed.
- Ensure that appropriate equipment is available and maintained in a safe condition.
- Ensure that accidents and near misses are recorded and investigated.
- Maintain all relevant SHE registers, records and documentation, as required by current legislation.
- Carry out routine documented safety inspections of working areas, plant and equipment to identify shortcomings in SHE standards and to initiate remedial action.
- Immediately bring to the attention of the Assistant Director matters relating to SHE standards or performance.
- Advise and support clients, contractors, etc. and their safety officers on matters relating to the Coastline SHE Policy and all prevailing legislation.
- Ensure personnel at all work locations are fully aware of potential hazards as identified by colleagues reports, inspections, safety audits, accident reports and near misses.
- Communicate SHE matters to colleagues and contractors via induction training or briefings.

2.8 Employees

All employees of Coastline Group have legal duties under health, safety and welfare legislation while at work to ensure their personal safety and that of others who may be affected by their acts or omissions.

In recognition of the legal duties imposed upon them, all employees will:

- Co-operate with the Director Responsible for SHE and Line Managers to enable legal duties to be met.
- Comply with ALL requirements of the Coastline Group SHE Policy and associated procedures.
- Not intentionally or recklessly interfere with, or misuse anything, provided by Coastline in the interests of SHE.
- Actively promote a positive health and safety culture throughout Coastline.

- Only undertake work for which they have been trained and are authorised, qualified and competent to undertake.
- Not undertake an activity until a suitable and sufficient assessment has been conducted by a competent person and the results communicated to them and others who may be affected by the activity.
- Follow all Coastline health and safety rules and procedures.
- Use and maintain in a serviceable condition all plant, machinery and equipment in accordance with the training provided.
- Use and maintain in accordance with instructions and training given and report the loss or defect of all personal protective equipment provided by Coastline.
- Make themselves aware of all workplace first aid, fire and emergency procedures.
- Raise all matters of concern relating to SHE as they arise to the appropriate responsible person.
- Ensure all accidents are entered in the Coastline Accident Book.
- Ensure all accidents and incidents, including near misses, are reported to the appropriate responsible person on site to ensure appropriate investigation can be undertaken.

All colleagues are to ensure that Coastline as their employer is made aware of any form of health condition or disablement that is likely to affect their ability to undertake the work they are assigned. Line Managers must be made aware at the earliest opportunity of any health condition or physical impediment to a colleague so that a risk assessment can be carried out and measures taken to ensure that the colleague is able to continue to work safely.

2.9 Contractors

All contractors who undertake work on behalf of Coastline Group have legal duties under health, safety and welfare legislation while at work to ensure the health and safety of themselves and others that may be affected by their acts or omissions.

In recognition of the legal duties imposed upon them, all contractors who undertake work on behalf of Coastline Group will:

- Co-operate with the Director Responsible for SHE and Managers and their own Employer to enable them to comply with their legal duties.
- Comply with ALL requirements of the Coastline Group SHE Policy and other rules and procedures in place and notified to them.
- Not intentionally or recklessly interfere with or misuse anything provided by Coastline in the interests of SHE.
- Actively promote a positive health and safety culture.
- Only undertake work for which they have been trained and are qualified and competent to undertake.
- Ensure that risk assessments and method statements relating to their work are presented to the Director Responsible for SHE and Managers prior to commencement of work, if they are not following the Safe System of Work provided by Coastline Group.
- Not undertake an activity until a suitable and sufficient assessment has been conducted by a competent person and the results communicated to them and others who may be affected by the activity.
- When on Coastline premises, follow all Coastline health and safety rules and procedures.
- Use and maintain in a serviceable condition all plant and equipment, in accordance with the training provided.
- Use and maintain in accordance with instructions and training given and report the loss or defect of all personal protective equipment provided by Coastline Group and their own Employer.
- Make themselves aware of all Coastline first aid, fire and emergency procedures.
- Raise all matters of concern relating to SHE as they arise to the appropriate responsible person.
- Ensure all accidents are entered in the Coastline Accident Book and in their Employers Accident Book.

- Ensure all accidents and incidents, including near misses, are reported to the appropriate responsible person on site to ensure appropriate investigation can be undertaken.

2.10 Health, Safety & Environment Advisor - External

Coastline Group utilises the services of an external health and safety company to fulfil the role of Safety, Health & Environment Advisor (SHE Advisor).

SSG Training and Consultancy is appointed as Competent Persons under the Management of Health & Safety at Work Regulations 1999 to advise Coastline personnel on matters of SHE policy, management, good practice and legislation.

SSG Training and Consultancy provides the following services according to requirements:

- Monitor the Coastline Group SHE Policy and associated procedures pertaining to SHE and advise on updates as required by legislation and good practice.
- Provide appropriate support for SHE matters to Coastline personnel.
- Advise on SHE training needs.
- Annually audit and review SHE management at the Coastline Group.
- Provide an annual report to the Coastline Group.
- A copy of the SSG company CV is made available to the Coastline Group on an annual basis.

Section 3.0 General Arrangements for Health, Safety & the Environment

General Arrangements for Health, Safety & the Environment

The attainment and maintenance of high standards of SHE within Coastline Group will be achieved by the identification of hazards associated with the activities undertaken by Coastline. Effective precautions and control measures to eliminate, reduce or control the risk of harm to ALL persons exposed to the hazards will be identified and implemented.

3.1 Advice and Guidance

The external SHE Advisor to Coastline Group is **SSG Training and Consultancy** of Plymouth who are available on 01752 201616.

3.2 Review and Update

- Coastline's SHE Policy and performance will be reviewed annually and any necessary updates will be made.
- No alterations will be made to Coastline's SHE Policy, including the organisational structure and associated arrangements, without the prior consent of the Director Responsible for SHE.

3.3 Building Safety Act 2022

- The Building Safety Act 2022 is the foundation of the building safety regime. It introduces requirements through secondary legislation and reforms existing legislation, with the intention of providing clarity on how buildings should be constructed, maintained and made safe.
- The Act **applies to all buildings** and includes additional requirements for Higher-Risk Buildings (HRBs).
- HRB definition - as a building in England that is at least 18 metres in height or has at least 7 storeys and contains at least 2 residential units. Or is a hospital or care home under construction/refurbishment. Buildings referred to as HRBs that have at least 2 residential units must be registered with the Building Safety Regulator (BSR) prior to occupation. Hospital and care homes are not required to be registered with the BSR.
- The Act creates three new bodies to provide oversight of the regime:
 - Building Safety Regulator to oversee the safety and standards of all buildings.
 - National Regulator for Construction Products to oversee and enforce a more effective regulatory regime for construction products.
 - New Homes Ombudsman to enable owners of new build homes to raise complaints.
- The Act introduces new systems:
 - Building control is now a regulated profession.
 - Competence is required of all individuals appointed to work on projects, and organisations must demonstrate they have the right organisational capability.
 - Gateways are 'decision' points at three key stages of a HRB:
 - Before planning permission is granted.
 - Before building work can begin.
 - Before building can be occupied.

- Golden Thread (information) must be created, stored electronically, and updated throughout the life cycle of a HRB.
- Mandatory Occurrence Reporting to the BSR of fire and structural safety occurrences in HRBs which could cause a significant risk to life safety.
- The Act defines new responsibilities:
 - Accountable Persons have a range of duties in relation to relevant occupied HRBs to ensure that they are registered, building safety risks are managed, and the concerns of residents are addressed.
 - Building owners, Landlords and Developers are required to pay for the remediation of historical safety defects and may need to pay the Building Safety Levy on new residential projects.
 - Dutyholders are required to manage building safety risk during the design and construction of **all buildings**.
- Whereas dutyholders under CDM are responsible for ensuring that construction projects are safe to build, use and maintain, dutyholders under the Building Safety Act (Building Regulations 2010 amendments) are responsible for ensuring that completed buildings are safe to occupy. All dutyholders must be competent to undertake their roles. Individuals must demonstrate the appropriate skills, knowledge, experience and behaviours, and organisations must demonstrate organisations capability.
- Dutyholders are required to work together to plan, manage, co-ordinate and monitor the design, construction and any refurbishment work. If there is any change in dutyholder, the Building Control Body for the building must be notified.

3.4 Construction (Design & Management) Regulations 2015

- The Construction (Design & Management) Regulations (CDM 2015) are the main set of regulations for managing the health, safety and welfare of construction projects.
- Key elements to securing construction health and safety:
 - Managing the risks by applying the **general principles of prevention**.
 - **Appointing** the right people and organisations at the right time.
 - Making sure everyone has the **information, instruction, training and supervision** they need to carry out their jobs in a way that secures health and safety.
 - Dutyholders **cooperating and communicating** with each other and **coordinating** their work.
 - **Consulting workers and engaging** with them to promote and develop effective measures to secure health, safety and welfare.
- General principals of prevention set out the principles dutyholders should use in their approach to identifying the measures they should take to control the risks to health and safety in a particular project. The general principles of prevention are set out in full in Appendix 1 of CDM 2015, but in summary they are to:
 - Avoid risks where possible.
 - Evaluate those risks that cannot be avoided.
 - Put in place proportionate measures that control them at source.
- CDM 2015 applies to all construction projects, regardless of size or type, and outlines legal duties for key parties, including Clients, Principal Designers, Designers, Principal Contractors, Contractors, and Workers (see Section 2.5.1 of this SHE Policy). It requires the identification and control of risks,

preparation of Pre-Construction Information, Construction Phase Plans, Health & Safety Files and notification to the Health and Safety Executive for notifiable projects.

- The regulations emphasise accountability and communication at the pre-construction phase and the construction phase of the project to reduce accidents and create a safer working environment. All Coastline Group construction projects (except routine planned works carried out by Services – this does not include stand-alone construction projects) must use the CDM & BSA Working Procedure that can be found at Appendix K to this SHE Policy.

3.5 Communication and Consultation

- SHE information, where it relates to Coastline activities will be communicated throughout Coastline as it becomes available by the quickest possible means.
- Meetings and briefing sessions will be held at all levels in the organisation. At a minimum these will comprise:
 - Coastline induction.
 - Site induction.
 - Safety briefings / toolbox talks.
 - Pre-job / project meetings.
 - Quarterly SHE Committee meetings.
 - Annual 1:1s / colleague appraisals.
- Health and safety will be addressed as an agenda item at regular SHE Committee meetings and it will also be discussed at Executive Team Meetings. The Health and Safety Committee will meet as often as deemed necessary and at least quarterly. Minutes of Health and Safety Committee Meetings will be published on Coastnet.
- Concerns over the standards of SHE within Coastline or issues relating to SHE are to be brought immediately to the attention of management.
- Coastline consults with its colleagues on SHE matters in accordance with the Health and Safety (Consultation with Employees) Regulations 1996.
- In the absence of elected health and safety representatives, Coastline will consult colleagues individually or in groups on matters of health and safety.

3.5.1 Health and Safety Committee

- A Health and Safety Committee has been established and has been in operation since 2005.
- The function of the Health and Safety Committee and its members will be:
 - To review all aspects of safety management within Coastline Group and make recommendations where improvements may be made.
 - To study reports into accidents, incidents and near misses; and review and monitor other health and safety statistics within Coastline Group, in order to assist in the identification of measures to prevent a recurrence.
 - To consider safety inspection and audit reports in order to make recommendations for remedial action where shortcomings in health and safety standards have been identified.
 - To consider reports and factual information provided by the Enforcement Authorities including new guidance, future legislation and technical developments.
 - To assist in the development of safety rules and safe systems of work.
 - To consider the adequacy of health and safety content in all aspects of training.
 - To consider reports from Coastline Group SHE External Advisors.
 - To provide health and safety commentary for the Annual Compliance Report to the Board.

3.5.2 Non-English Speaking Workers / Low Literacy Levels

- Coastline will ensure that all information, instruction and training is provided to all colleagues in a language and format that the colleague can readily understand. This may include any translated inductions, safety briefings, signage, works procedures, risk assessments, health and safety updates and all other forms of communication deemed necessary to ensure that the colleague is competent to carry out their work activities.
- Adequate time will be allocated to consult with colleagues where language and/or literacy may be an issue, to enable colleagues to absorb and respond to information provided.

3.5.3 Display of Information

The following SHE information is displayed at every corporate location on a dedicated noticeboard:

- Health and Safety Policy Statement of Intent – signed and dated by the Chief Executive Officer.
- Environmental Policy Statement of Intent – signed and dated by the Chief Executive Officer.
- Health and Safety Law poster.
- Employers Liability / Public Liability Insurance Policy.

3.6 Contractor Management

- Contractors are formally assessed to ensure that they are competent to conduct required work and to determine whether their systems for managing SHE meet Coastline standards and requirements, including where appropriate, sub-contractor management.
- A list of approved contractors (and their sub-contractors) authorised to work for Coastline is compiled and maintained.
- The use of contractors who are not on the approved list is prohibited and line managers are responsible for ensuring contractors are on the approved list before engaging with them.
- Contractor performance should be assessed on completion of work and approved status should be reviewed / updated accordingly.

Management will ensure that:

- Only contractors on the Approved Contractor List and who are competent to perform the work are sub-contracted to undertake work on behalf of Coastline.
- All procurement exercises include environmental impact, waste management, health and safety information.
- All contractors receive an induction on arrival at Coastline premises and that the induction is recorded and repeated at appropriate intervals.
- Contractors receive suitable information, instruction and training from local management to ensure their competence for the work they are to undertake.
- An appropriate level of supervision is provided to contractors working on Coastline premises.
- Coastline risk assessments include measures to protect contractors.
- Contractors provide risk assessments, and where appropriate method statements, for approval prior to commencing work, making certain that their risk assessments have taken into account how their activities may affect Coastline colleagues and other persons.
- Electrical appliances to be used by contractors have been tested and are safe to use.
- The quality of contractor's work is monitored to ensure that it is being conducted safely.
- All contractors on Coastline premises are accounted for.

3.7 Training and Competence

- All new Coastline colleagues will receive induction training as soon as reasonably practicable and is required for the probationary period to be signed off. If induction is delayed, new colleagues will be supervised.

- A record of the induction process will be maintained.
- Workplace-specific induction training will be given to colleagues and contractors whenever work commences in a new place of work. A copy of the workplace-specific induction training record will be retained by Coastline. Where work is conducted on a Client premises, a suitable briefing / premises induction shall be conducted by the Client.
- Training needs and competence requirements will be analysed to ensure the provision of appropriate training. The risk assessment process is used to identify specific training requirements associated with the use of hazardous machinery and equipment (e.g. telehandlers) and for specific work activities (e.g. working at height).
- Individual training needs are initially identified on induction and are reviewed annually.
- Directors, Managers and colleagues all attend health and safety training relevant to their role and work activities.
- Colleagues will be provided with a suitable level of supervision until deemed competent to undertake tasks unsupervised.
- Colleagues shall only carry out work for which they hold the appropriate competences.
- Occupational competence will be maintained via continued membership of appropriate trade associations.
- Further training shall be given:
 - For periodic refresher training;
 - When required by current best practice;
 - When being exposed to new or increased risks;
 - When being transferred or given a change in responsibility; and/or
 - When there is a change in work methods, technology, equipment or practices.
- A Training Record will be maintained for all colleagues.
- All induction and training records and, where issued, certificates of training, qualifications and competence will be held by the People and Culture Team, with copies of relevant records available on request.
- Training standards will be kept under review to ensure that the requirements of current legislation and risk assessments are met.

3.8 Risk Assessments and Safe Working Procedures

- Risk Assessments will follow a standard format, see Appendix E to this document.
- Risk Assessments will be reviewed by Line Management at least annually or:
 - When Coastline operations change;
 - Following an incident / near miss;
 - Following a change in legislation or industry best practice.
- Coastline will generate Safe Working Procedures as and when required.

Management will ensure:

- Where significant hazards are evident and there is a risk of harm or injury from a work activity, an appropriate Risk Assessment will be undertaken and communicated to all those at risk, in accordance with the Management of Health and Safety at Work Regulations 1999;
- Safe Working Procedures are produced based on the findings of Risk Assessments;
- That all Risk Assessments and Safe Working Procedures are communicated to all who may be affected by the activity;
- That all personnel who may be affected by the activity are made aware, that if any aspect of the activity or the environment in which it is conducted alters then a review of the Risk Assessment must be undertaken and appropriate changes to the safe system of work effected before the work is continued;

- That master copies of all Risk Assessments and Safe Working Procedures are maintained with working copies held on file in the main office and further working copies maintained on site.
- Risk Assessments, Method Statements and Safe Working Procedures are presented to the Client prior to work commencing on site.

3.8.1 Permit to Work

High risk work activities are additionally controlled via a Permit to Work system. The range of high risk activities for which a Permit to Work is required includes, but is not limited to:

- Digging
- Hot work
- Working near flues / roofing
- Work on high voltage electrical systems

Permits to Work are communicated to and signed off by all workers involved with the activity. Work is immediately stopped if there is any deviation from documented permit controls.

3.9 Personal Protective Equipment

Coastline Line Management will ensure that:

- Personal Protective Equipment (PPE) is provided and used at work wherever risks to health and safety cannot be adequately controlled in other ways, in accordance with the Personal Protective Equipment Regulations 1992 (as amended).
- PPE is provided to colleagues as required by current legislation and as identified by risk assessment to supplement existing control measures.
- PPE provided is fit for purpose and appropriate to the risk involved.
- Suitable facilities for the storage of PPE are provided and used.
- Contractors provide and wear PPE to required standards.
- Information, instruction and training will be given to all colleagues on the safe use and maintenance of PPE.
- Colleagues and contractors will, in accordance with instructions given, make full use of all PPE provided by Coastline and maintain it in a serviceable condition and report its loss or defect immediately.
- On work sites, PPE is provided and worn in accordance with the requirements of the Client.
- On work sites, safety hard hats, safety footwear and hi-visibility jackets to the appropriate standard shall be worn at all times whilst work is being conducted on behalf of Coastline, without exception.
- Gloves, respiratory equipment and protective goggles are worn when using cutting, drilling or grinding equipment.
- Line Managers will check PPE i.e. harnesses, hard hats, footwear etc. use and enforce compliance. Disciplinary action may be taken if colleagues fail to wear PPE as directed.
- PPE that is compliant with government guidelines will be provided and enforced where there is a treat from transmittable biological hazards in the workplace.
- Under PPER 2022, the types of duties and responsibilities on employers and employees under PPER 1992 remain unchanged but are extended to limb (b) workers, as defined in PPER 2022.
- If PPE is required, the company shall ensure their workers have sufficient information, instruction and training on the use of PPE.
- A limb (b) worker now has a duty to use the PPE in accordance with their training and instruction, and ensure it is returned to the storage area provided by their employer.

3.10 Your Next Step Programme

Coastline's Your Next Step programme covers the following:

- Volunteering scheme (Investing in volunteers accredited)
- Ad hoc volunteering opportunities (e.g. community litter picks)
- Online and in-person training
- Inspiring futures work placements within Coastline (across all teams)
- Coastline Construct – work experience on live building sites
- 1:1 support in confidence building, wellbeing, resilience, employability skills

Due to the potential for additional needs and vulnerabilities within the demographic that access Your Next Step, customers and community members who join the programme will receive the following:

- A risk assessment that is bespoke to the individual's needs, taking into account criminal disclosures, adjustments required relating to physical or mental health needs, and other vulnerabilities.
- Your Next Step participants will be protected from undertaking duties which are beyond their capabilities, and they will be supervised and supported to complete their placements through appropriate adjustments being implemented.
- Volunteers will receive a full induction, including a mandatory e-learning module in Health and Safety, and a role profile risk assessment bespoke to the role and their needs.
- Ad hoc volunteering activities will be planned with site specific and dynamic risk assessments, which attendees sign on arrival.
- Training course delivery will be risk assessed in advance of participant attendance.
- For online voluntary positions, DSE assessments will be conducted, and volunteers will be supplied with the tools they need to complete tasks safely.
- Inspiring Futures work placement participants will receive a risk assessment at sign up to identify additional needs, as well as a role specific risk assessment from the host manager when they commence their placement. Specific roles (e.g. Coastline Services roles) also include toolbox talks relating to H&S.
- Coastline Construct participants will undertake H&S training and their CSCS card qualification prior to undertaking the work experience on site. On commencing the placement, the site manager will provide a site specific H&S briefing.
- Inspiring Futures and Coastline Construct participants will be supervised at all times whilst on their placement whilst undertaking duties which could put themselves or others at risk.
- Each participant will have a designated point of contact (Volunteer Manager/host team manager/Community Investment Team member) who can review and amend risk assessments during the placement, should the need arise.

3.11 Employment of Young Persons

- Risk assessments will be carried out, or reviewed, to identify and address the risks to young persons (i.e. those under the age of 18), when employed by Coastline.
- Protection will be provided from any risks to the health and safety of young persons associated with their lack of experience, lack of awareness of existing risks or immaturity, in accordance with the Management of Health and Safety at Work Regulations 1999.
- Unless as part of their training, or where the work is carried out under the supervision of a competent person and where the risk has been reduced to the lowest reasonably practicable level, young persons will *not* be employed where the work:
 - Is beyond their physical or psychological capability;
 - Involves exposure to toxic or carcinogenic substances or substances which cause heritable genetic damage, harm to unborn children or cause any other chronic health effect;
 - Involves an accident risk which they may not reasonably recognise due to their insufficient attention to safety or lack of experience or training; and/or
 - Involves a risk to health from extreme temperatures (hot or cold), noise or vibration.

- Young persons will be supervised at all times when performing any task which may put them at risk.

3.12 Employment of New and Expectant Mothers

- Risk assessments of the activities undertaken by the Coastline Group will take into account the needs of pregnant colleagues and new mothers, in accordance with the Management of Health and Safety at Work Regulations 1999. The assessment will identify and address the risks to the unborn child, a child of a woman who is still breastfeeding and to the mother and will determine which tasks the colleague can perform.
- The assessment will ensure that adequate steps are taken to avoid the risk to new and expectant mothers arising from exposure to physical, biological and chemical agents and from working conditions.
- Where the risk cannot be avoided then working hours may be temporarily adjusted or suitable alternative work will be offered. If this is not viable then suspension on full pay will be exercised for as long as is necessary to protect the health and safety of the mother and that of her child.

3.13 Employment of Persons with Disabilities

- Coastline risk assessments take into account the needs of colleagues with disabilities, in accordance with the Equality Act 2010.
- Colleagues are to ensure that Coastline, as their employer, is made aware of any form of disablement that is likely to affect their ability to undertake the work they are assigned.
- Where appropriate, colleagues with disabilities will be monitored at regular intervals (e.g. by routine medical examination) to ensure their suitability for the work on which they are employed.

3.14 Workplace Monitoring and Safety Inspections

- Monitoring systems will be put in place to ensure that the activities of colleagues and contractors are carried out in a safe manner in compliance with Coastline risk assessments and safe systems of work.
- Monitoring systems will be put in place to ensure that plant, equipment and the general working environment are maintained in a safe condition in line with Coastline risk assessments and safe systems of work and where appropriate, manufacturers' requirements.
- Periodic, documented workplace safety inspections will be conducted by management.

3.15 Infectious Diseases / Pandemic

- Coastline has a Business Continuity Plan which includes the following measures:
 - Partially / fully close-down Coastline / sites. Closure / shutdown plans will ensure that any suspension of activities is safe and allows Coastline / site to recommence operations promptly after any suspension is lifted
 - Establish communication channels, internal and external
 - Keep colleagues informed of all ongoing developments and requirements
 - Assess each colleague to determine safety critical roles. If appropriate individuals may be classified via a RAG rating system, based on clinical vulnerability, childcare issues, caring responsibilities, ability to work from home, reasonable adjustments, etc. These and other criteria will be taken into account, on a case by case basis, to determine individual availability for work and to identify a core team and potential support roles to facilitate any required shutdown and subsequent return to work.
 - Facilitate re-opening of premises and a safe return to work, taking into account the impact of shutdown e.g. on the water supply, ensuring that any potential issues such as legionella are identified and addressed.
- During a pandemic, the following should be considered:
 - Coastline will endeavour to keep informed of all ongoing developments via monitoring government and reputable media information sources. Government advice and guidance with

respect to health, safety, hygiene and social distancing / close working measures will be adhered to.

- Coastline will assess the ongoing situation and make any necessary decisions to minimise business impact and balance colleagues availability with business demand, including adjustments to staffing levels (e.g. via redundancies, contract changes, short term working, lay-off, furlough, etc.). In some cases, this may necessitate changes in roles, responsibilities and potentially a Coastline / team re-structure.
- Coastline understands that the impact on mental health and wellbeing will vary from person to person, dependent on individual circumstances. Coastline will strive to provide appropriate support (e.g. via Mental Health First Aiders) to those colleagues suffering illness, bereavement or other issues.
- A training needs analysis will be undertaken to identify safety-critical training and extensions to certification, in conjunction with course availability, including online options.
- Coastline shall review, revise and where necessary develop additional risk assessments for work activities, taking into account:
 - Any changes to health and safety regulations and/or guidance as provided by the SHE, PHE, NHS, etc.
 - Revised office / site set-up and capacity, staggered start / finish and break times
 - Resource limitations
 - Changes to work activities, ways of working
 - Safety critical work, including maintenance activities and statutory inspections
 - High risk work - potential reduction
 - Availability of plant, equipment, materials and goods, including existing and additional PPE/RPE and additional stocks of e.g. gel sanitiser
 - Adjustments to capacity of workspaces
 - Signage
 - Personal hygiene measures
 - Enhanced cleaning regimes – touchpoints / communal areas and waste management
- Appropriate emergency arrangements will be put in place, including:
 - Procedure for becoming symptomatic / illness in the workplace
 - Adjustments to first aid protocols e.g. no mouth to mouth
 - Adjustments to rescue plans
 - Training emergency responders (First Aid and Fire) in any changes to procedures
 - Allowing for longer response times due to pressure on NHS services
 - Acquiring additional PPE / RPE as necessary
 - A review of first aid / fire warden cover

3.16 Health Referrals Health and Wellbeing

3.16.1 Workplace Wellbeing

- Coastline recognises that the workplace and working environment have a significant impact on colleagues' health and well-being, with good management benefitting staff engagement, productivity and retention.
- The Company is committed to the promotion of a healthy work / life balance and implements the following arrangements:
 - Management has an open-door policy and encourages direct communication at all levels within the company.

- Colleagues are consulted on changes / improvements to the work environment.
- Periodic assessment of wellbeing and job satisfaction levels.
- Implementation of an ongoing programme of wellbeing initiatives and events.

3.16.2 Mental Health

- The Company recognises that mental health problems can affect all colleagues regardless of their position within the organisation.
- In undertaking duties with regards to Mental Health Coastline aims to:
 - Positively promote a workplace culture based on trust, support and mutual respect, where colleagues are able to talk openly about their job and their mental health and report difficulties without fear of discrimination or reprisal.
 - Eliminate from the workplace, factors with the potential to have a detrimental effect on colleagues' wellbeing, e.g. bullying, harassment, inequality, discrimination or victimisation.
 - Reduce the stigma around mental ill-health to help build a healthy and resilient workforce.
 - Educate the workforce about the advantages of good mental well-being and its influence over the quality of working and personal life.
 - Ensure that managers are equipped to appropriately respond to mental health disclosures, providing training as appropriate.
 - Provide necessary resources and appropriate support for all colleagues suffering from mental health conditions.

3.16.3 Workplace Stress and Common Mental Health Problems

- Colleagues are to declare any aspect relating to their health that may put them at risk while undertaking the work for which they are employed or that may be affected by the environment in which it is to be undertaken.
- Coastline recognises the ill health effects associated with workplace stress and common mental health problems (CMHP) such as anxiety and depression.
- Coastline is committed to the promotion of wellbeing in the organisation and preventing colleagues from being subject to undue stress whilst at work.
- To the extent that is reasonably practicable, Coastline will endeavour to balance job demands and pressures with individual capabilities, and to support staff suffering from stress or common mental health problems (CMHPs) such as anxiety and depression.
- The following arrangements are in place:
 - Dedicated Occupational Health support (through OH South West). They complete all Coastline pre-employment checks to ensure new starters are fit for work physically / otherwise and advise any appropriate / reasonable adjustments needed to support them in post.
 - OH South West also support Coastline with specific case referrals once colleagues are in role if they need additional support.
 - Coastline use Access 2 Work support where appropriate, complete DSE assessments with all colleagues where this is applicable and provide specific equipment to those who need it for health reasons.
 - Coastline have a number of appointed Mental Health First Aiders spread across the organisation to provide immediate, emergency MHFA support where needed.
 - Coastline also have an additional group of approximately 20 colleagues in the 2 day MHFA England course so they have an awareness (for themselves and others) and equip them to have conversations about mental health.
 - Coastline have a group of additional Wellbeing Champions (approximately 20) to support health and wellness amongst colleagues, at events and through communications across the year.

- Coastline offer an Employee Assistance Programme with 24/7 counselling service available to all colleagues.
- Additional to this, Coastline offer local counselling service providing stress and trauma counselling for those who need it, using the Rewind method.
- Coastline offer supervision and debriefing sessions with some colleague groups in front-line, customer facing roles who may deal with challenging scenarios during the course of their job.
- We encourage a range of activities to suit all abilities to encourage physical and mental wellness and these are driven by Assistant Directors, Line Managers and the Wellbeing Champions group.
- Where personal stress is identified, including where an employee states to their line manager that they are suffering from work related stress in a one to one, appraisal, well-being or a return-to-work discussion, a personal risk assessment will be undertaken to identify the extent and causes of colleagues' stress, together with reasonable adjustments to support staff, including any necessary interventions to prevent and manage stress more effectively. Working hours may be temporarily adjusted or suitable alternative work may be offered to staff. There may be any number of factors used to help identify personal stress but as a minimum the following will trigger a wellbeing interview from the People and Culture Team:
 - 3 individual incidents of absence within 6 months;
 - More than 3 months without annual leave taken, including a check on whether annual leave has been booked and then cancelled;
 - Hours worked based on timesheets / laptop on time; or
 - Missed training due to workload on more than one occasion.

3.16.4 Fatigue

- Coastline recognises that an imbalance between the demands of work and time for rest and recovery can result in fatigue, leading to increased risk of errors, accidents, injuries and ill health.
- Coastline is committed to preventing colleagues from being subject to undue fatigue whilst at work and implements the following arrangements.
 - Provide advice and practical guidance to colleagues to help identify the symptoms of fatigue.
 - Encourage colleagues to take scheduled breaks.
 - Fatigue, as an identified potential hazard, is subject to risk assessment, taking into account the nature of the work, the work environment and workload.
 - Colleagues are consulted on working hours and shift patterns.
 - Where necessary, limits are set on working hours, overtime and shift-swapping, to guard against fatigue.

3.16.5 Digital Burn-out

- Coastline recognises the impact of prolonged use of digital devices (desktops, laptops and phones) on health and wellbeing and that this can lead to burnout and stress.
- Where digital devices are provided to assist colleagues in their job role, the Company will:
 - Provide support and guidance on managing technology use to safeguard wellbeing and maintain digital balance.
 - Provide advice and practical guidance to colleagues to help manage time spent online.
 - Encourage colleagues to take regular breaks from digital devices and to reduce screen time.
 - Not contact colleagues outside of normal working hours with general work enquiries.
 - Implement systems to divert emails and calls to other members of staff during periods of absence and leave.

- Minimise the volume for internal emails sent out to staff after normal working hours and during periods of leave and absence.
- Encourage colleagues to turn emails off at the end of the working day.
- Incorporate arrangements for the management of digital devices into a workplace wellbeing strategy and programme.
- Managers are encouraged to ensure colleagues disconnect with work and manage digital distractions to maintain a healthy work/life balance.

3.16.6 Health Monitoring and Surveillance

- Colleagues will be provided with health monitoring / surveillance appropriate to the risks to health and safety resulting from their employment, as identified by risk assessment or legal statute, in accordance with the Management of Health and Safety at Work Regulations 1999 and the Control of Substances Hazardous to Health (CoSHH) Regulations 2002 (as amended).

3.16.7 Health Referrals

- Colleagues will be referred to a medical professional as and when necessary if any concerns are raised with respect to their health or fitness to perform work duties.

3.17 First Aid Provision

- Coastline will provide adequate and appropriate equipment, facilities and personnel to ensure their colleagues receive immediate attention if they are injured or taken ill at work, in accordance with the Health and Safety (First-Aid) Regulations 1981.
- Suitably trained persons will be nominated as qualified First Aiders or Emergency First Aiders to ensure adequate provision of first aid. These details will be prominently displayed throughout Coastline workplaces and will be communicated via induction training.
- A qualified First Aider or Emergency First Aider shall be present or immediately contactable for assistance at all times whilst routine work is being undertaken.
- Coastline colleagues will familiarise themselves with workplace first aid arrangements and facilities.
- First Aid kits shall be held in all Coastline vehicles with the contents checked on a regular basis and restocked if necessary.
- Where work is conducted on a Client premises, colleagues are to familiarise themselves with the first aid facilities, equipment and procedures arranged by the Client.

3.17.1 Medication

- Tablets and medicines are not kept in first-aid kits as first aid at work does not include giving tablets or medicines to treat illness. The only exception to this is where aspirin is used when giving first aid to a casualty with a suspected heart attack, in accordance with currently accepted first-aid practice. First aiders keep a small amount of aspirin to hand, separate from first aid kits, for this purpose.
- Colleagues who have their own medication such as inhalers for asthma or EpiPens for the treatment of severe allergic reactions (e.g. to peanuts, bee stings) are expected to administer this themselves if able to do so and must not use these to treat any other colleagues. First-aiders should not administer medication to other colleagues but may assist colleagues to do so themselves and/ or contact emergency services as appropriate.
- If it is identified that Schedule 19 medication (i.e. adrenalin) may need to be administered in an emergency, First Aiders will be given additional training in its use.

3.18 Incident Recording, Reporting & Investigation - Injuries, Diseases and Dangerous Occurrences, Near Misses

3.18.1 Incident Report Form

- An Incident Report Form compliant with general data protection requirements is available on Coastnet. When completed, Incident Report Forms are held securely by HR, in accordance with general data protection requirements.
- All injuries occurring no matter how trivial are to be recorded in the Incident Report Form.

3.18.2 Incident Reporting

- All recordable accidents, incidents and near misses are notified to Coastline management.
- All RIDDOR reportable incidents are reported to the Coastline Board.
- All reportable injuries, diseases and dangerous occurrences occurring on Coastline premises are to be reported to the Director Responsible for SHE so that an investigation can be conducted.
- Coastline notifies their insurers of any RIDDOR reportable incidents where there is a potential insurance claim.
- In the event of a written diagnosis of an occupational disease, a specified injury or fatality occurring to a Coastline colleague, statutory reporting requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 will be met.
- Accidents involving a member of the public / third party resulting in direct transport from the scene of the accident to hospital for treatment will be reported in accordance with RIDDOR 2013.
- All accidents, incidents, dangerous occurrences and near misses occurring on site are to be reported to site management, in the first instance, so that an investigation can be initiated.
- Reports of accidents involving contractors will be forwarded to their Employer to enable statutory reporting requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 to be met.

3.18.3 Covid-19 Reporting

RIDDOR reporting requirements specifically for Covid-19 are adhered to as follows:

What to report:

- Being incidentally exposed to the virus (for Coastline colleagues, incidental exposure could occur when working in environments where people (colleagues, tenants or residents) are known to have COVID-19, for example in a social care setting). It requires reasonable evidence that work exposure resulted in a worker being diagnosed as having COVID-19, this would be reported as a case of disease.
- If a colleague dies as a result of an occupational exposure to coronavirus through either deliberately working with the virus or being incidentally exposed to it. This must be reported as a work-related death due to exposure to a biological agent.

3.18.4 Incident Investigation

- All accidents, incidents, near misses and dangerous occurrences involving Coastline colleagues or third parties will be investigated to an appropriate degree in accordance with the actual / potential severity of outcome, in order to determine root causes and identify remedial actions to prevent recurrence.
- Learning outcomes and remedial actions taken are disseminated throughout Coastline following an incident investigation in order to reduce the potential for recurrence.

3.19 Enforcement Authority Visits

- SHE Inspectors, Environmental Health Officers and Fire Officers all have statutory authority to visit Coastline premises and work sites to enforce legislation under their control.
- Management will ensure the fullest co-operation with all visiting enforcement officers and Coastline will always be responsive to recommendations and advice received. The Director Responsible for SHE and

Coastline management will liaise with visiting Enforcement Officers and ensure that they are accompanied, as required, during their visits.

3.20 Fire Safety

- The most senior person within the building / site is the designated Responsible Person tasked with ensuring that Coastline fulfils its duties under the Regulatory Reform (Fire Safety) Order 2005. The Responsible Person will be trained in Fire Safety Management.
- In accordance with Article 8(1) of the RRFSO, the Responsible Person ensures that General Fire Precautions are in place, as set out below.
- Coastline has an established Fire Safety Policy and Fire Risk Management Strategy in place.
- A Fire Risk Assessment to identify fire and explosion risks for Coastline premises will be undertaken prior to commencement of work, in accordance with the Regulatory Reform (Fire Safety) Order 2005 and the Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR).
- Where Coastline offices are part of a multi-tenanted building, Coastline management will coordinate and co-operate with the landlord and other Responsible Persons within the building to ensure that fire safety regulations are met.
- Based on the results of the Fire Risk Assessment, adequate means of raising the alarm, fighting the fire and means of escape will be provided to ensure the safe evacuation of personnel in the event that a fire occurs on Coastline premises.
- Fire precautions and prevention measures will be taken appropriate to the level of risk throughout Coastline premises.
- An adequate Fire Plan (including Fire Action Notice and Evacuation Route Plan) will be in place, prominently displayed in offices and throughout the workplace, and communicated to all colleagues, contractors and visitors on induction.
- In the event of a fire on Coastline premises, the priority will be to raise the alarm and ensure all personnel are evacuated safely. The alarm is to be raised and the local fire authorities summoned.
- The person discovering the fire if suitably trained may attempt to extinguish the fire using portable appliances if the fire is of a small nature and personnel are not put at risk. The person should remain available to brief the fire authorities on arrival. Under no circumstances should a person attempt to extinguish a large fire. The primary aim should be to evacuate from the building.
- Designated Fire Wardens and deputies are appointed for all office premises, tasked with maintaining the Fire Log, ensuring that checks of systems and appliances are conducted as specified in the Fire Log and conducting fire drills and workplace inspections.
- Designated Fire Wardens and deputies (and other colleagues as considered necessary) will be trained in basic fire safety and the use of portable fire-fighting appliances, as found on the premises and in Coastline vehicles.
- Emergency procedures and evacuation routes will be communicated to all colleagues as part of their induction training.
- Maintenance of the fire detection and alarm system will be conducted by a competent, specialist authority under contract.
- Stores or materials shall not be left along access or egress routes where they may hinder escape in an emergency.
- Consideration will be given to neighbours who may be affected by a fire to ensure that they are made aware of the fire and evacuate safely.
- Whilst working on sites or carrying out works within Client's premises as a contractor, the fire arrangements of the Client are to be adhered to and communicated to Coastline colleagues by site-specific induction training prior to commencement of any work.
- Whilst working on Coastline premises, contractors are to familiarise themselves with emergency procedures and evacuation routes.

3.21 Smoking (including Vaping) Policy

- In compliance with the Health Act 2006 and the Smoke-free Regulations 2006, Coastline premises and workplaces are smoke-free. Disciplinary action will be exercised if colleagues smoke whilst on Coastline premises or in Coastline vehicles.
- “No Smoking” signage is clearly displayed on Coastline premises and in Coastline vehicles.
- Smoking is only permitted in those external areas designated by management. Designated areas will be advised to colleagues on induction.
- Smoking is strictly prohibited in areas where flammable liquids are stored or used.
- Whilst visiting Client premises, the smoking policy of that Client will be adopted and, as such, all colleagues and contractors who undertake work on behalf of Coastline are to adhere to that policy.

3.22 Alcohol and Controlled Substances

- Disciplinary action will be exercised if, while under the influence of alcohol or controlled substances (drugs), colleagues or contractors enter Coastline premises, work sites or drive Coastline vehicles.
- Coastline colleagues and contractors shall not have alcohol or controlled substances in their possession whilst working on Coastline premises, work sites or driving Coastline vehicles.
- Any person known or strongly suspected of being under the influence of alcohol or controlled substances will be removed from Coastline premises / work site immediately.
- Coastline reserves the right to carry out random testing of colleagues in accordance with its Alcohol and Drugs Policies.

3.22.1 Prescribed Drugs & Over the Counter Medicines

- Colleagues must disclose to management / HR the use of either prescribed drugs or over the counter medicines that may adversely affect their work (e.g. some antihistamines can cause drowsiness, a particular risk while driving or using machinery). Such disclosure will be treated in accordance with statutory data protection requirements.

3.23 Violence towards Colleagues

- Incidents of violence, threatening and/or abusive behaviour by colleagues whilst at work will result in disciplinary action.
- In the event that Coastline colleagues are faced with aggression or threat of violence, a non-confrontational position is to be adopted.

3.24 Visitors

- Visitors to Coastline premises are to be accompanied at all times and remain the responsibility of their host during fire, evacuation or other unusual, or unplanned, circumstances.

3.25 Lone Workers

- Wherever practicable, Coastline colleagues are not to work alone in high-risk activities or areas unless a suitable and sufficient risk assessment has been carried out in accordance with Coastline’s lone working policy.
- Lone working is not permitted where there is a reasonably foreseeable risk that the work may result in an accident, violence or harm. A log is maintained of sites where there has been an incident involving threatening, intimidating and/or violent behaviour.
- Colleagues are not permitted to return to a site on their own where a previous incident of threatening, intimidating and/or violent behaviour has occurred.
- Where it is unavoidable, the lone worker will wear the Coastline approved lone worker safety device and will ensure that management is aware of their whereabouts and the nature of the work being undertaken. The lone worker will make contact with nominated personnel at pre-arranged times

throughout, and on completion of, the activity. Such arrangements will be documented in a specific risk assessment or Coastline procedure (see Appendices A, B, C & D to this document) which will be communicated to all persons potentially involved.

- Lone workers are included in Coastline's Liability insurance cover, in accordance with the Employer's Liability (Compulsory Insurance) Act 1969.

3.26 Working from Home

- In line with Coastline's agile working policy, it will be down to Line Managers to assess the risk for each home-worker to ensure work can be done safely and without any potential health hazards.
- Home visits are undertaken as and when required depending on the outcome of the risk assessment.

3.27 Mobile Phones

- It is an offence under the Road Traffic Act 1988 and Road Vehicles (Construction and Use) Regulations 2003 (as amended) to use a hand-held mobile phone or a hand-held device (which performs an interactive communication function by transmitting and receiving data) when driving.
- No calls are to be made or received by the driver of a moving vehicle. All calls are to be dealt with by pulling over to the side of the road and into a suitable parking area (engine switched off) when it is safe to do so.
- No calls are to be made / received on mobile phones while operating any plant, machinery or equipment unless the plant, machinery or equipment has been safely stopped, switched off or made safe.
- Mobile phones must not be used whilst colleagues carry out hazardous work activities.
- Mobile phones must not be used in the vicinity of gas storage areas, chemical and oil storage areas or in the vicinity of other flammable substances.

3.28 Environmental Management

- The Coastline Group Environmental Strategy is key to reducing our carbon footprint and our plan to be carbon neutral by 2030. This SHE policy will work with the Environmental Strategy to help realise these goals by recognising our Environmental obligations.
- Coastline will ensure that all colleagues are trained in the Environmental Policy and are given information, instruction and training to ensure its implementation in all Coastline operations.
- Any complaints in connection with environmental issues shall be investigated and action taken accordingly.
- Current UK environmental legislation will be regarded as the minimum standard of acceptable environmental performance for Coastline.
- Coastline will implement measures to ensure that the business makes the most economic use of transport. Sharing of Coastline vehicles will be optimised and travel to Coastline premises will be minimised to reduce Coastline's use of fuel.
- Coastline will attempt to eliminate or reduce the use of ozone depleting chemicals and timber sourced from forests that have not been independently certified as sustainable.
- Coastline will attempt to reduce energy and water consumption and to minimise carbon dioxide emissions. Coastline will also promote the use of energy efficient products and source its energy from safe and sustainable sources.
- Coastline will ensure that its operations do not cause a nuisance to the community through the generation of dust, noise or odour.
- Paper will be used sensibly with increased use of electronic communication to reduce the need for paper consumption.
- Coastline will check work sites for endangered species, protected plant species, trees subject to a tree preservation order and protected archaeology, before work starts.

- Control measures will be introduced to reduce the environmental impact of Coastline work activities to a minimum and to comply with all required environmental safeguards.
- Sub-contractors will be selected on the basis that they comply with these environmental commitments and agree to be bound by the Coastline Environmental Policy
- Procedures and facilities shall be put in place to manage any foreseeable spillages of liquids related to Coastline work activities.

3.29 Pollution Prevention Measures & Spill Management

- Site activities will be undertaken in accordance with the essential pollution prevention requirements and further best practices. Maintenance of site plant will be conducted so as to minimise environmental risk, with appropriate control measures in place.
- Coastline will engage with local Environment Agency Enforcement Officers to make use of their local knowledge and expertise when planning and undertaking works in or near to watercourses or other environmentally sensitive sites.
- Before starting works, Coastline will identify site drainage, other pathways, watercourses and groundwater source protection zones. This information, together with site specific measures to prevent spread of pollution (e.g. suitable arrangements for wash out of equipment), will be included in site-specific risk assessments and environmental emergency plans. This will include actions to be taken in the event of silt, cement / concrete and other chemical incidents where these risks exist.
- All operatives will be trained in the use of spill kits. Where there is a risk of significant environmental impact, a mock exercise will be undertaken within two weeks of site start-up.
- Spill kits will be appropriate to the level of risk and the amount of fuel and oils, etc. on site. Consideration will be given to the provision of suitable PPE (such as impermeable gloves), maintenance of spill kits and the location of spill kits on site.
- Suitable pollution prevention measures (e.g. drip trays, absorbent mats) will be placed under attachments, static plant or other items where there is a risk of leaks or spillages.
- All on-site plant with hydraulic systems working in, over, or within 10 metres of watercourses, vulnerable groundwater zones and sensitive areas such as SSSI's, will use biodegradable hydraulic oil.
- Plant and hydraulic hoses will be inspected regularly for any damage or wear and tear that may result in leaks of fuel and hydraulic fluid. Any damaged hoses will be immediately replaced.

3.30 Waste Management

- Waste shall be managed in accordance with the Environmental Protection Act 1990, Part 2 and the Waste (England and Wales) Regulations 2011.
- Coastline shall comply with the Waste Duty of Care Code of Practice 2016 at all times.
- Colleagues are given information, instruction and training to ensure waste materials are managed in a compliant manner.
- The Waste Hierarchy of Control shall be applied to all waste materials with the highest option selected first where practicable.
- Products and processes are carefully designed to eliminate the production of waste materials wherever possible.
- Waste materials are segregated wherever possible and stored securely in appropriate facilities to prevent their release.
- A Waste Transfer Note or similar documented information is produced for each shipment of waste, based on the Environment Agency's template. Records are retained for at least two years.
- The appropriate six-digit EWC code is selected and clearly identified on all waste transfer and consignment notes.
- Coastline shall register as a 'Lower Tier' carrier if it only carries its own waste incidental to its main business.

- Coastline shall register as an 'Upper Tier' carrier if construction wastes are carried.
- All third-party waste contractors shall be checked using the Environment Agency Public Registers to ensure they hold a valid Carrier's License and Environmental Permit for the wastes involved, this includes contractors carrying out work on behalf of Coastline.

3.30.1 Hazardous Waste

- In addition to the general requirements outlined above, hazardous waste shall be managed according to the Hazardous Waste Regulations 2005 and the subsequent Hazardous Waste (England & Wales) (Amendment) Regulations 2016, as well as relevant Environment Agency and SHE Guidance.
- Provision will be made on all sites for the disposal of hazardous waste (e.g. following spills).
- Consignment notes accompany all movements of hazardous waste and shall be retained for at least three years.
- A unique Consignment Code is produced for each shipment of hazardous waste using the first six digits of Coastline's name, plus a further five digits selected by Coastline, and is recorded on all consignment notes.
- Coastline shall ensure that the correct SIC 2007 code is entered on every consignment note.

3.31 Premises Management

All building statutory testing, safety inspections and cyclical maintenance is managed at a contract level. Monitoring is carried out by management on a weekly level through a dashboard.

3.31.1 Cleaning

- The premises, including welfare facilities are cleaned on a regular basis, using light industrial / heavy domestic hoovers and floor cleaners.
- Bins are emptied regularly, and waste is disposed of.
- Periodic inspections of the premises are conducted to ensure that this is being kept in a suitably clean and hygienic condition.

3.31.2 Domestic Cleaning Products

- Where possible, non-hazardous domestic cleaning products will be used in office premises.
- All domestic cleaning products are to be securely stored when not in immediate use.

3.32 Welfare Provision

- Coastline is committed to providing a safe and healthy work environment that takes into account the welfare needs of all its colleagues, including those with disabilities.
- Welfare provision will be in accordance with the Workplace (Health, Safety and Welfare) Regulations 1992.
- Ventilation will be adequate to ensure the comfort of colleagues. Where mechanical ventilation or air conditioning is provided, regular cleaning, maintenance and inspection will be conducted.
- In offices, temperature will be maintained not less than 16°C. Windows, skylights or glass partitions will not allow excessive temperatures to be reached in the offices during hot weather.
- Lighting will be suitable and sufficient and, so far as is reasonably practicable be from natural light to enable people to work, use facilities and move from place to place safely and without experiencing eye strain.
- Eating and rest facilities with adequate access to boiling water and a means to heat food will be provided.
- Welfare facilities will be adequate with sufficient toilets, hand washing and drying facilities. A wholesome supply of drinking water will be available.
- Suitable storage and drying facilities for clothing will be provided, as required.

- Workstations will be comfortable, with safe and suitable chairs and sufficient space.

3.33 Safety Signage

- Appropriate safety signs and notices will be posted throughout Coastline premises, as identified by Line Managers and in accordance with the Health and Safety (Safety Signs and Signals) Regulations 1996.

3.34 Access and Egress

- All workplace access and egress routes must be kept clear at all times i.e. Drump Road, Miners Court, Homeless and Coastline House. This also includes transient sites.
- Emergency escape routes are unobstructed. Stores or materials shall not be left along access or egress routes where they may hinder escape in an emergency.
- If colleagues are unable to access their working area safely, they must inform their Line Manager and not take personal risks.

3.35 Security

- CCTV is an integral part of security arrangements for Coastline premises and is operated in accordance with this Policy. With regards to operation of a surveillance system, Coastline remains committed to full compliance with the Information Commissioner's Office (ICO) Code of Practice.
- Access to Coastline premises is restricted to authorised persons only and all reasonably practicable security measures are taken to prevent unauthorised access. All unauthorised persons will be immediately asked to leave the premises.

Section 4.0 Workplace Arrangements for Health, Safety & the Environment

Workplace Arrangements for Health, Safety & the Environment

The following topics have been identified as significant in terms of workplace hazards and detail Coastline's policy on how the risk to personnel exposed to them will be reduced or controlled. Other workplace arrangements can be found in the following appendices:

Appendix A - Coastline General Working Procedures

Appendix B - Services Working Procedures

Appendix C - Homeless Services Procedures

Appendix D - Extra Care Procedures

4.1 Abrasive Wheels / Petrol Driven Cut-Off Saws

- The abrasive / cutting wheel marking system should conform to either Annex A of BS EN 12413 and BS ISO 525 or ANSI B 7.1 OSHA.
- Operators receive certified training in the use of abrasive wheels / cut-off saws, including changing of wheels.
- Only trained and competent personnel who have been appointed by management are permitted to change any class of abrasive wheel.
- Coastline will ensure that suitable storage facilities are available in order to keep wheels clean and free from damage and that a sufficient quantity of suitable eye protection to BSEN 166B is available when required.
- Guards or shields supplied by the manufacturer are correctly fitted to all machines while in use and are not altered in any way.
- Defective abrasive wheel machines / petrol driven cut-off saws are taken out of use immediately.

4.2 Air Conditioning Systems

- A written scheme of inspection is in place for air conditioning systems that operate at 0.5 bar above atmospheric pressure in accordance with the Pressure Systems Safety Regulations 2000.
- Air conditioning systems are fit for purpose and maintained in good working order, according to manufacturers' guidelines. Filters are regularly cleaned and replaced.
- Records are kept of all inspections, tests and maintenance performed on air conditioning systems.
- Air quality is periodically tested to ensure a sufficient supply of fresh / purified air from air conditioning systems, uncontaminated by injurious or offensive fumes, gas or vapour.

4.3 Asbestos and Asbestos Containing Materials (ACMs)

- Coastline will comply with its duty to manage asbestos in Coastline premises as required under the Control of Asbestos Regulations 2012.
- An Asbestos Management Survey will be conducted for all Coastline premises constructed prior to 2000 by a UKAS accredited surveyor to assess the risk and determine appropriate controls.
- Coastline will act on the recommendations of the survey report in order to manage any associated risk.
- Prior to any refurbishment work a Refurbishment & Demolition Survey will be conducted.
- All locations where asbestos or ACMs are identified as being present will be recorded in an Asbestos Register.

Coastline colleagues shall not generally conduct work involving exposure to asbestos / ACMs. Confirmation will be obtained from the Client, if practicable, that the nature of the work does not involve exposure to asbestos /

ACMs prior to work commencing. If asbestos / ACMs are discovered or suspected that have not previously been identified in the Asbestos Survey, then the following action is to be taken:

- Work is stopped, the area is secured, and measures are put in place to ensure that the asbestos / ACM remains undisturbed; and
- Coastline management / the Client are to be informed in order to ensure that an assessment is undertaken, and an action plan developed before work is allowed to continue.

In compliance with the Control of Asbestos Regulations 2012, training is mandatory for anyone liable to be exposed to asbestos fibres at work. As a minimum, a half day UKATA approved asbestos awareness course will be undertaken, supplemented by annual refresher training.

Any work undertaken on Coastline premises on licensed asbestos products will be undertaken by a specialist licensed contractor. Work on non-licensed asbestos products will be undertaken by a suitably competent contractor. In such cases, it is the responsibility of the contractor to notify the SHE of the work, to keep appropriate records and to conduct health surveillance for their workers.

4.4 Blood Borne Diseases / Infectious Diseases / Health Hazards

- Colleagues are briefed in the risk of needle-stick injury and the potential for infection from cuts, including contraction of blood-borne viruses such as hepatitis, and the precautions to take.
- Colleagues are briefed in the risk of exposure to, and the symptoms of biological hazards such as tetanus and Leptospirosis / Weils Disease and the precautions to take.
- Health monitoring / surveillance is undertaken as and when identified as appropriate via risk / CoSHH assessment.
- Colleagues who are at risk of contracting blood-borne viruses / needle-stick injuries are advised to have a Hepatitis B vaccination and to inform management of the date of vaccination.
- Colleagues are advised to keep inoculations against tetanus up to date.
- Information relating to inoculations and vaccinations is recorded in personnel files.

4.5 Bottled Gases

- Gas bottles shall be stored in a designated, secure gas storage facility in the open air when not in use. Cylinders are secured in position to prevent toppling.
- Bottled gas storage facilities comply with BCGA Code of Practice CP44: The Storage of Gas Cylinders.
- Clear signage is displayed on gas storage facilities identifying products stored, warning of access restrictions and prohibiting smoking / naked flames.
- Minimum recommended separation distances are adhered to.
- Segregation rules shall be observed at all times. Cylinders of oxidant gases are separated from cylinders of flammable gases by a distance of at least 3m or by a 30 minute fire-resisting wall, in accordance with the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002. Empty and full cylinders are stored separately.
- Only those cylinders in use or connected to equipment may be kept in work areas. Empty cylinders and cylinders not in use shall be removed to the storage area as soon as practicable.
- Empty gas cylinders are collected by the supplier on a regular basis to prevent build-up.
- An inventory of gas cylinders stored on site (location and quantity) is maintained and provided to emergency services in the event of an incident.

4.6 Cartridge or Gas Operated Tools

- Only low velocity, indirect-type, cartridge or gas-operated tools (e.g. Paslode guns) will be used.
- Only trained personnel who have been authorised by management may operate cartridge or gas-operated tools.
- Suitable ear protection and eye protection to BSEN 166B must be worn when operating these tools.

- Explosive charges shall be stored in a secure stowage separate to the tool.
- Gas cartridges will be stored in a secure place; spent or empty cartridges will be disposed of in accordance with current environmental legislation.
- Operators must ensure that the work area is clear of other persons and flammable vapours prior to using these tools.

4.7 Chemicals / Hazardous Substances

All hazardous substances / chemicals used or generated by Coastline will be subject to a CoSHH assessment to identify the measures required to reduce the risk of harm occurring to colleagues as a result of exposure, in accordance with the Control of Substances Hazardous to Health (CoSHH) Regulations 2002 (as amended).

Coastline management will ensure that:

- All hazardous substances / chemicals used by Coastline are identified and inventoried.
- Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Safety Data Sheets for all hazardous substances used by Coastline will be obtained from suppliers
- A comprehensive assessment of the processes involving the use of hazardous substances or those generating hazardous by-products such as dust and fumes is carried out.
- Regular reviews of assessments of processes involving the use of, or contact with, hazardous substances are undertaken.
- Appropriate control measures are put into place to prevent, reduce or control the exposure of all personnel to the harmful effects of hazardous substances and by products of processes.
- Suitable and sufficient PPE / RPE is provided to colleagues exposed to hazardous substances and materials. Colleagues are adequately trained in the use of any specialist PPE / RPE.
- Appropriate information, instruction and training will be given to colleagues exposed to hazardous substances and materials.

4.7.1 Domestic Cleaning Products

- Where possible, non-hazardous domestic cleaning products will be used in office premises.

4.8 Compressors and Compressed Air Tools

- Compressors owned or hired by Coastline are subject to documented examination by a competent person (accredited to BS EN ISO/IEC 17020:2004) and will have a current Certificate of Thorough Examination in accordance with the Pressure Systems Safety Regulations 2000 Approved Code of Practice L122, if the pressure vessel is greater than 250 bar litre capacity. Records of statutory examinations are held on file.
- Compressors owned by Coastline will be subject to regular maintenance in accordance with manufacturers' recommendations.
- Regular inspections of compressors and compressed air tools will be conducted to detect leaks / corrosion / other problems.
- All safety valves and gauges will be functioning correctly with the safe working pressure clearly marked on the air receiver.
- Compressors and compressed air tools are only to be operated by trained and competent persons, within specified safe working temperatures and pressures and in accordance with operating procedures.
- Defective compressors, hoses or tools are to be removed from service immediately to a place where they cannot be introduced back into service until a repair has been effected by a competent person.
- Only trained personnel who have been authorised by management may operate gas cartridge-operated and portable compressed air tools i.e. nail guns.

- Operators must ensure that the work area is clear of other persons, that all protective devices / safety valves are fitted and adjusted to correct settings and that the equipment is in a serviceable condition prior to use.
- All connections are fitted with safety whip-checks to prevent injury due to hose / coupling failure.
- All persons operating compressed air lines must wear the PPE provided to prevent injury from flying debris.

4.8.1 Compressed Air Systems and Lines

Management will ensure that:

- A written scheme of examination is established as per the Pressure Systems Safety Regulations 2000 Approved Code of Practice L122, by a competent person, detailing the nature and frequency of inspections and examinations of the compressed air system and lines. In the absence of a specified scheme of examination, compressed air system and lines will be inspected at least annually.
- All pressurised systems (cylinders, valves and pipework) are subject to documented examination by a competent person (accredited to BS EN ISO/IEC 17020:2004), in accordance with the written scheme of examination. Records of statutory examinations are held on file.
- A safe system of work is established for the service and maintenance of the compressed air system and lines.
- Regular inspections of the compressed air system and lines are conducted to detect leaks / corrosion / other problems.
- The compressed air system and lines are operated according to written instructions within specified safe working temperatures and pressures.
- The compressed air system and lines have been designed, constructed and installed as suitable for the intended purpose.
- The compressed air system and lines are fitted with appropriate protective devices / safety valves, adjusted to correct settings.
- All connections are fitted with safety whip-checks to prevent injury due to hose / coupling failure.
- The compressed air system and lines are maintained and serviced according to manufacturer's recommendations.
- All persons operating compressed air lines have been trained in their use and are aware of the operating procedures to follow.
- All persons operating compressed air lines wear the PPE provided to prevent injury from flying debris.

4.9 Confined Spaces

- A confined space is defined as a place that is substantially, though not necessarily entirely, enclosed and where there is a foreseeable risk of serious injury from hazardous substances or conditions within the space or from nearby.
- Where work in a confined space is unavoidable it is conducted in accordance with a Safe System of Work as required under the Confined Spaces Regulations 1997. The following locations are those which have been identified in advance as defined "confined spaces" but it should be noted that it is not an exhaustive list:

Location	Description	Safe System of Work
Wastewater (sewage) treatment Plants	Any manhole, chamber or tank deeper than one metre	Risk assessment, method statement & permit to work
Miner's Court	Lift motor room adjacent to lift on ground floor	Risk assessment & method statement

Veor House, Miner's Court, Trelawney Court, Hens Horn Court, Coastline House The Spinnakers, Garth Reskersoth, Scotts House, Apprentice Court/Camborne Public Rooms, Quentral House, Garth Pednandrea, Bradfords Quay, Chi Winder, Copper Close and any other new buildings that are added to Coastlines stock	Area beneath lifts	Risk assessment & method statement
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- Activities conducted within the confined space are the subject of a risk assessment to ensure adequate control measures are in place to protect personnel involved or affected by the activity. Where a significant risk is identified a formal Permit to Work system shall be in operation.
- No person shall work alone when working in a confined space. All persons will be trained for confined space work and a trained competent 'Topman' (where required) will always be in attendance when confined space work is being undertaken.
- Contractors who undertake work on behalf of the Coastline Group are to comply with this policy and follow safe working procedures when working in confined spaces.
- Persons working in dark spaces will be provided with intrinsically safe portable lighting, gas monitors etc. Support personnel will be on hand at all times with intrinsically safe hand torches.

4.10 Display Screen Equipment

- Coastline recognises the need to protect colleagues from the risks of working with display screen equipment (DSE), such as PCs, laptops, tablets and smartphones.
- All colleagues who use DSE daily, for an hour or more at a time, are classified as 'DSE users' and are subject to the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992.
- In accordance with DSE regulations, all DSE users will be the subject of an ergonomic assessment by a competent (trained) assessor. Line managers must ensure that a formal DSE assessment is completed during the induction of all new starters who use DSE, and whenever an individual raises a health-related concern. Employees are required to complete a self-assessment using the HSE DSE Workstation Checklist every two years, with records retained in their personal files.
- Colleagues whose work requires them to use DSE daily for a significant part of the day will be entitled to a free vision screening or eye test on request. Where such examinations identify the requirement, Coastline will provide, free of charge, corrective appliances required specifically for DSE work.
- Colleagues whose work requires them to use DSE for a significant part of their working day are to vary their work routine such that they perform other work activities away from their display screen equipment. Where practicable, discretion will be exercised as to when colleagues can take breaks. It is recognised that short, frequent breaks are more satisfactory than occasional, longer breaks e.g. a 5-10 minute break after 50-60 minutes continuous screen and/or keyboard work is likely to be more effective than a 15-20 minute break every 2 hours.

4.11 Driving on Coastline Business

- All driving activities will be managed in accordance with the latest Coastline Drivers Handbook.
- All colleagues driving on Coastline business must be qualified and medically fit to drive the vehicle and hold adequate insurance. Colleagues must inform Coastline of any disqualifications or other reasons such as medical conditions that may affect their ability to drive or operate vehicles or plant.
- All colleagues who drive on Coastline business possess a valid driving licence. Drivers are required to report any endorsements or penalty points incurred to their Line Manager.
- Coastline monitors the number of points on individual licences and conducts annual checks via the DVLA under authorisation from colleagues.
- Drivers are required to have eye tests in accordance with DVLA requirements.

- Where considered necessary colleagues will be provided with Coastline vehicles to allow them to travel to and from locations where they are required to undertake work on behalf of Coastline and were agreed for their private use.
- Coastline will provide vehicles for use that are in roadworthy condition, meet all current legislative requirements and are fit for their intended use. Vehicles will be insured, taxed, serviced and maintained in a roadworthy condition at no expense to the individual user.
- Colleagues provided with a Coastline vehicle will ensure the vehicle remains in a safe and roadworthy condition and servicing schedules, as recommended by the manufacturer, are adhered to. Defects are to be immediately reported to Coastline office and remedial action taken at the earliest opportunity.
- All those driving on Coastline business will at all times meet the requirements of the Road Traffic Act and follow the guidance detailed in the Highway Code.
- All those driving on Coastline business will drive courteously and in a non-aggressive manner.
- All those driving on Coastline business will plan their journeys to ensure that sufficient time is allowed for the journey, taking into account prevailing weather and road conditions.
- For long journeys, Coastline will support the cost of overnight accommodation.
- Penalties incurred for breaches of the Road Traffic Act and other relevant legislation will be met by the individual colleague. Disciplinary action may be taken against colleagues who frequently or excessively incur penalties for breaches of road traffic legislation whilst driving on Coastline business.

4.12 Dust and Fumes, Respiratory Protective Equipment

- All processes conducted by Coastline colleagues and contractors that result in the generation of dust or fumes will be subject to an assessment under the Control of Substances Hazardous to Health Regulations 2002 (as amended).
- If considered necessary, a dust / fume survey will be undertaken in order to establish dust / fume concentrations and the requirement for LEV / RPE.
- Control measures to protect personnel exposed to dust or fumes will be identified and put in place. All personnel likely to be exposed to dust or fumes are to be informed of the harmful effects and of the precautions and control measures to be implemented to prevent, reduce or control exposure.
- Dust that is to be swept up is first damped down to reduce the potential for generation of airborne dust. Requirements for extraction systems are specified in section 4.21 Local Extraction Ventilation (LEV) Systems and section 4.22 On Tool Extraction Systems.
- Where identified by risk assessment, suitable personal protective equipment will be provided to supplement other control measures. Personal protective equipment is to be worn by all personnel identified in the assessment in accordance with the training and instruction provided.
- Where the need to wear respiratory protective equipment (RPE) is identified via CoSHH assessment, suitable and appropriate RPE with the required assigned protection factor (APF) will be provided in accordance with SHE Guidance (HSG53, 4th edition 2013, Respiratory Protective Equipment at Work – A Practical Guide).
- Each person who is required to wear RPE with tight-fitting facepieces will undergo a fit test for each type of RPE worn, prior to first use and at suitable intervals thereafter, in accordance with HSG53, Appendix 4.
- All persons wearing RPE with tight-fitting facepieces will be clean shaven within the previous 8 hours, as per SHE guidance, to ensure effectiveness of protection.

4.13 Electricity and Portable Electrical Appliances

Coastline recognises the need to ensure that all fixed electrical installations shall be safe at all times. This will be achieved by:

- Conducting a documented inspection of the fixed electrical installation at intervals not exceeding five years, or at a frequency specified on the Electrical Installation Condition Report.

- Ensuring access to electrical distribution panels is unobstructed.
- Ensuring all electrical distribution panels and points of electrical isolation are clearly marked, identifying the circuits and equipment they control.
- Restricting access to all rooms containing electrical installations to authorised persons only.
- Ensuring adequate signage is in place warning of access restrictions and potential hazards (fire, electrocution).

Coastline recognises the need to ensure that all electrical equipment shall be safe at all times. This will be achieved by:

- The use of battery operated tools or 110 volts within the workplace wherever practicable.
- Wherever practicable, circuits will be protected by residual current devices (RCD) where mains voltage is to be used.
- Electrical appliances used outdoors will be protected by a 30mA RCD. RCDs will be tested regularly by operation of the test button and will undergo a combined inspection and test, conducted by a competent person, at regular frequencies in accordance with SHE guidance.
- Sufficient socket outlets will be provided. The use of adaptors and extension leads is to be discouraged. Sockets are not to be overloaded.
- Workplace tools used will be in good condition and double insulated.
- All equipment is to be switched off before unplugging or cleaning.
- All electrical equipment shall be switched off and unplugged when not required for use.
- Undertaking assessments to identify hazards associated with each individual item of machinery and implement specific safety rules and procedures for the authorised operator to follow.
- Ensuring all electrical appliances and equipment are periodically examined and tested at a frequency in accordance with current SHE guidance, HSG107 Maintaining Portable Electrical Equipment.
- Maintaining a record of all inspections / tests of electrical equipment and appliances.
- Ensuring that equipment operators regularly carry out a visual inspection of equipment and associated cables and plugs for signs of obvious damage.
- Ensuring that all safety devices and guards are serviceable and in place prior to the use of equipment.
- Immediately reporting and prohibiting the use of defective equipment, including leads and plugs.
- Only authorised and competent persons will be permitted to repair or alter electrical equipment. Temporary or makeshift repairs are not to be undertaken.
- Colleagues are not permitted to bring their own electrical equipment to the workplace.

4.14 Flammable Liquids / Fuels

- All flammable liquids / fuels shall be stored in accordance with the Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR).

Management will ensure that:

- Only the required quantity of flammable liquids / fuels is stored on Coastline premises for immediate use.
- All flammable liquids / fuels shall be kept in approved containments and in an approved stowage. Each storage area shall be designated as a 'No Smoking Area'.
- The storage and use of flammable liquids / fuels are subject to a risk assessment to ensure adequate control and mitigation measures are in place to protect against foreseeable incidents.
- All persons involved in the storage, handling, use and transport of flammable liquids / fuels will be supplied with suitable information, instruction and training on the precautions and actions to take to safeguard themselves and others.
- When not in use, containers of flammable liquids / fuels are kept closed and stored in suitable cabinets or bins of fire-resisting construction, which are designed to retain spills (110% capacity volume).

- Containers are located in designated areas away from the immediate work process area and do not jeopardise the means of escape from the area.
- Flammable liquids / fuels are stored separately from other dangerous substances that may enhance the risk of fire or compromise the integrity of the container (e.g. energetic substances, oxidizers and corrosive materials).
- No more than 50 litres of highly flammable liquids or 250 litres of flammable liquids with a higher flashpoint of up to 55°C will be stored on site.
- The carriage of flammable liquids / fuels will satisfy The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009.

4.15 Gas / Oil Installations and Associated Equipment

Coastline recognises the need to ensure that all gas/oil installations and appliances shall be safe at all times. Coastline will comply fully with relevant legislative, Normative and Informative Documents as published by Gas Safe Register and relevant standards of working practices published by OFTEC. Under the relevant legislation, Coastline will maintain the safety of:

- Any Fuel-burning appliances which a tenant cannot legally remove.
- Pipework and fittings associated with said fuel-burning appliances.
- Ventilators, chimneys and flues associated with said fuel-burning appliances to ensure that they are safe and working effectively.

Management will also ensure that suitable processes are in place to ensure Coastline's Legal duties are met, including but not limited to:

- Gas-fired boilers, appliances and associated pipework/flues are inspected and serviced by a Gas Safe registered engineer at intervals not exceeding 12 months and records are kept on file.
- Oil-fired boilers, appliances and associated pipework/flues are inspected and serviced in accordance with manufacturer guidance by a competent OFTEC registered engineer at intervals not exceeding 12 months and records are kept on file.
- Following the annual gas safety check and receipt of the Gas Safety Record from the contractor, Coastline will provide a record of this check to our tenants in accordance with relevant legislation.
 - By law, a copy of the Gas Safety Record should be given to:
 - Current tenants, within 28 days of the gas safety check.
 - New tenants, at the start of their tenancy.
 - Where gas installations are remote from the premises they serve or the tenancy is for less than 28 days, a copy will be displayed in a prominent location and include instructions on how to obtain an individual copy
- Plant/boiler rooms are kept locked / secure, with access restricted to authorised persons only.
- Adequate signage is in place warning of access restrictions and potential hazards (fire, explosion).
- Smoking and naked flames are strictly prohibited in plant/boiler rooms.
- Hot surfaces/pipes are insulated to retain heat and protect against burns.
- Plant/boiler rooms are maintained in a clean and tidy state. Storage of materials and equipment in plant / boiler rooms is not permitted.
- Clear access is maintained to all control panels.
- Emergency shut-off/isolation switches are installed and clearly labelled as to function.
- Carbon monoxide detectors are installed in all plant/boiler rooms and rooms containing gas/oil appliances.
- Coastline permits tenants to make use of their own gas appliances, but the inspection and maintenance of tenant-owned appliances is not Coastline's responsibility.
- Coastline has a legal obligation to ensure the installation of any gas appliance within the property is checked for safety.

- Appliances owned by Coastline will be inspected and maintained by Coastline
- Appliances owned by tenants will be visually checked for safety when encountered by competent engineers and tenants advised if defects are present.
- Coastline will have suitable and sufficient processes in place for the management of empty homes (Voids) and mutual exchanges.
- Coastline will ensure any alterations to premises are carried out with due regard to maintaining gas safety during the works.

4.16 Hot Works

Hot work results from equipment utilising a naked flame or generating heat and sparks and includes the following:

- Soldering and brazing
- Welding and cutting
- Use of blow lamps

All hot work will be subject to risk assessment and if it is considered foreseeable that accidental injury or damage is likely to occur as a result of the hot work, a Hot Work Permit system will be employed.

When conducting hot work:

- Appropriate fire-fighting provisions shall be available;
- All sources of fuel shall be removed prior to work commencing;
- The area of the work shall be monitored on completion of the work until the risk of fire has been removed; and
- No hot work shall be conducted within 30 minutes of the end of the working day.

All hot work conducted by contractors shall be subject to a Safe System of Work approved by management prior to work commencing.

4.16.1 Soldering

Coastline recognises the need to minimise exposure to solder flux fumes. This will be achieved by:

- Monitoring colleagues' exposure to solder flux fumes;
- Utilising a CoSHH assessment to determine the potential health risks caused by exposure to solder flux fumes and deciding whether or not exposure is 'significant' and what precautions are needed to protect workers health, including suitable health checks (health surveillance);
- Putting in place appropriate safe systems of work and controls, e.g. tip extraction, local extraction ventilation, to prevent or control exposure to solder flux fumes and keeping equipment in efficient working order;
- Providing adequate washing facilities;
- Informing the workforce of the potential health risks caused by working with solder flux fumes and the precautions to be taken;
- Training workers in the use of any control measures and protective equipment.
- In addition, Coastline will report any instances of medically confirmed occupational asthma or dermatitis to the Health and Safety Executive in accordance with RIDDOR 2013.

4.16.2 Welding, Cutting and Burning

- Welding, cutting and burning operations are only to be undertaken by trained and competent personnel.
- All welding, cutting and burning activities are subject to risk assessment.
- All welding is done by an external specialist contractor.
- All welding equipment, including gas bottles, hoses and connections, is inspected prior to use for leaks and damage / defects.
- Damaged / defective welding equipment is put out of service until replaced / repaired.

- On oxyacetylene rigs, flashback arrestors are fitted to regulators on both the fuel and oxygen supply.
- Arc welding rigs are fitted with appropriate fuse protection and mechanical interlocks to prevent the plug being inserted or withdrawn with the switch in the 'on' position.
- All welding equipment is checked annually by a competent inspector and replaced every five years.
- Welders wear appropriate clothing i.e. gloves (chromed leather, gauntlets), flame retardant coveralls (BS EN 470), safety boots (BS EN 4676) and eye protection (EN 175, EN 169, EN 379).
- All welding operations are to be screened to protect persons working nearby. The use of portable screens will be utilised at all times.
- Welding and burning operations are only to be conducted in areas where there is no risk of fire due to the proximity of combustible materials, flammable liquids or flammable gases. An appropriate fire extinguisher is to be available prior to commencing the hot work and an inspection of the working area is to be conducted on completion to ascertain that no fire risk exists. All welding activities are halted 30 minutes before the end of the working day.

4.17 Housekeeping

- In order to promote a safe working environment and good hygiene standards, high standards of housekeeping will be maintained at all times throughout Coastline premises, this includes construction sites.
- All materials will be stored to reduce the risk of injury to personnel and to minimise fire risk.
- Combustible materials will not be stored on fire escape routes or adjacent to heat / ignition sources.
- Rubbish will not be allowed to accumulate and will be safely disposed of on a regular basis.
- All spillages will be cleared up immediately.
- Vehicular and pedestrian access and egress routes shall be maintained at all times, both internally and external to buildings. Routes are to be kept clear for emergency purposes.

4.18 Lead

Coastline recognises the need to minimise exposure to lead, lead compounds, dust, fumes and vapours. This will be achieved by:

- Assessing health risks caused by exposure to lead and deciding whether or not exposure is 'significant' and what precautions are needed to protect workers health in accordance with the Control of Lead at Work Regulations 2002;
- Putting in place appropriate systems of work and controls, e.g. extraction ventilation equipment, to prevent or control exposure to lead, lead compounds, dust, fumes and vapours.
- Keeping equipment in efficient working order.
- Ensuring risk assessments and method statements contain all relevant controls and working methods.
- Providing identified PPE / RPE and training colleagues in its use;
- Making arrangements for laundering of contaminated clothing when required;
- Providing washing and changing facilities and places free from lead contamination where workers can eat and drink;
- Informing the workforce of the potential health risks caused by working with lead and the precautions to be taken;
- Training workers in the use of any control measures and PPE / RPE.
- Conducting health surveillance as and when identified as required by risk assessment and informing colleagues of the results and their relevance.
- If the action level is reached acting on the advice provided by health professionals. This may mean:
 - Investigating why an action level has been reached
 - Reviewing workplace precautions and identifying improvements

- Ensuring good hygiene practices are being followed
- Consulting health professionals / Occupational Hygienists
- Making suitable adjustments to the type of work carried out
- The action levels are shown below:

Category	Action level	Suspension level
a) General employees	50µg/dl	60µg/dl
b) Women of child-bearing age	25µg/dl	30µg/dl
c) Young persons under 18 (other than at a))	40µg/dl	50µg/dl

4.19 Legionella / Water Hygiene

- Legionnaires' disease is contracted through inhalation of tiny airborne droplets or particles of water containing viable Legionella bacteria. Given the right conditions, the bacteria can grow in hot and cold water systems, air conditioning, etc. The bacteria grow rapidly in water temperatures that range between 20°C - 45°C. Those most at risk at contracting the disease are the elderly and people whose immune system is impaired.
- A Responsible Person and deputy shall be appointed who shall be responsible for identifying and assessing sources of risk and putting in place a management plan (including a written scheme for the prevention and control of the risk for each water system) to comply with general legislation and the Approved Code of Practice L8: The Control of Legionella Bacteria in Water Systems.
- Appropriate control measures for individual premises will be identified in legionella risk assessments.
- Call-out arrangements for automatic water systems are in place.
- Annual audits of the arrangements in place to control legionella in water systems will be undertaken.

4.20 On Tool Extraction Systems

- Where required due to generation of high volumes of dust / fumes, an air survey will be carried out to determine the requirement and specifications for on-tool extraction.
- Where required, cutting, sanding and grinding equipment will be fitted with on-tool extraction, in accordance with SHE Guidance CIS69 Controlling Construction Dust with On-tool Extraction, to collect dust at source. Extraction units will be H (High) or M (Medium) class and clearly labelled as such.
- Equipment operators are trained in the correct use, cleaning and maintenance of on-tool extraction systems, in accordance with manufacturers' / suppliers' instructions.
- Extraction units are regularly emptied using disposable waste bags.
- On-tool extraction systems are maintained in good working order, in accordance with manufacturers' recommendations for servicing and testing frequency.
- On-tool extraction systems are subject to a detailed and systematic examination (TEXT i.e. Thorough Examination and Testing) at least every 14 months.
- Records are kept of all checks, inspections, tests, maintenance (planned and reactive) and thorough examinations.

4.21 Lifting Operations and Lifting Equipment

Coastline recognises the need to ensure that all lifting equipment and lifting operations shall be safe at all times. This will be achieved by:

- Hiring in suitable equipment, together with operators and banksmen, where necessary;

- Ensuring all lifting operations and lifting equipment conform to the Lifting Operations and Lifting Equipment Regulations 1998;
- Ensuring all those colleagues involved in lifting operations are suitably competent to perform the work and operate the equipment;
- Ensuring all lifting equipment used for the movement of persons is inspected and tested by a competent person every 6 months and that the results are recorded as necessary;
- Ensuring all lifting equipment not used for the movement of persons is inspected and tested by a competent person every 12 months and that the results are recorded as necessary;
- Ensuring that all wire ropes, strops and chains are fitted to crane hooks correctly;
- Ensuring that all lifting accessories are inspected and tested by a competent person every 6 months and that the results are recorded as necessary;
- Ensuring that all lifting gear is fit for purpose and capable of safely carrying out the work it is employed to do;
- Performing a risk assessment prior to any lift to identify the measures required to protect those involved with the lift;
- Effectively communicating to all personnel involved with the lift the established Safe System of Work which includes:
 - Thorough planning of the operation, along with the selection, provision and use of suitable lifting devices and equipment;
 - A suitable and sufficient Lifting Plan;
 - The maintenance, testing and examination of all equipment;
 - Supervision by a trained and competent person/banksman with the necessary authority to progress or stop a job as is necessary;
 - The prevention of unauthorised use or movement of equipment by any unauthorised person; and
 - The safety of all personnel involved in the lift as well as those not involved in the lift but who may be affected by the lifting operation.
- Marking all lifting gear and equipment with a means of identification to show its safe working load.
- Ensuring that all lifting equipment is subject to thorough ongoing examination, and where appropriate, inspection by competent persons.
- Communicating Lifting Plans to all colleagues and others involved in or affected by the lift.

4.21.1 Forklift Trucks

Coastline recognises the need to ensure that all operations involving the use of forklift trucks shall be as safe as reasonably practicable at all times. This will be achieved by adhering to the following:

- Forklift trucks are only to be operated by suitably competence and authorised personnel.
- A risk assessment and safe working procedure will be established for all forklift truck operations to protect those at risk.
- The results of the risk assessment and safe working procedure will be communicated to all relevant colleagues;
- Appropriate PPE as identified by risk assessment will be worn at all times when operating a forklift truck or when working in areas where forklift trucks operate.
- In addition to PPE requirements, forklift truck operators must wear a seat belt at all times when in the truck cab.
- A documented check of each forklift truck must be conducted prior to use / on a daily basis.
- Operational areas for forklift trucks are designated and communicated to appropriate colleagues. Appropriate signage is erected warning of the hazard.

- The maximum capacity for a forklift truck is clearly signed. Operators do not lift loads that exceed the specified maximum capacity.
- The carriage of passengers on a forklift truck is strictly prohibited.
- Keys are removed when not in use.

4.21.2 Passenger Lifts

Coastline recognises the need to ensure that lifts are used safely and maintained in a safe working order at all times. This will be achieved by adherence to the following:

- This policy applies to relevant installations in all “domestic” and “non-domestic” premises. Including:
 - Domestic homes occupied by customers;
 - All workplaces and commercial premises;
 - All premises the public have access to; and
 - The common areas of multi-occupied residential buildings (HMOs, flats, maisonettes and sheltered accommodation).
- New lifts are manufactured and installed according to the Lifts Regulations 2016 and EN81-20:2014 and have a current declaration of conformity.
- Only suitably competent persons, accredited by the United Kingdom Accreditation Service to BS EN 45004, are selected to inspect, examine, test and maintain lifts.
- A preventive maintenance programme is in place for all lifts.
- Different contractors are used to perform routine maintenance and to conduct inspections / examinations of lifts.
- All lifts are thoroughly examined by a competent person at statutory intervals (every 6 months for those carrying people), or in accordance with an examination scheme drawn up by a competent person, as required by the Lifting Operations and Lifting Equipment Regulations 1998. Individual lift components are tested and examined in accordance with EN81-50:2014. Records of examination reports are kept available for review / inspection for at least two years.
- A thorough examination is also performed following substantial and/or significant changes to a lift, a long period of inactivity or following damage to, or failure of, the lift.
- Any reported defects / problems with lifts are promptly addressed - where necessary, lifts are taken out of service whilst awaiting remedial maintenance.
- All lifts are fitted with emergency stop / alarm devices that are easily identifiable and accessible
- The maximum number of passengers and safe working load is clearly signed in all lifts
- Colleagues do not exceed the maximum number of passengers or safe working load in lifts.
- A risk assessment will be carried out on all lifts.
- The results of the risk assessment will be communicated to all colleagues.

4.22 Manual Handling Operations

Coastline recognises the need to ensure that all hazardous manual handling operations shall be avoided, or where this is not practicable be assessed and made as safe as reasonably practicable at all times, in accordance with the Manual Handling Operations Regulations 1992 (as amended). This will be achieved by:

- Wherever possible, the requirement to conduct hazardous manual handling operations will be avoided by use of a forklift truck or other suitable mechanical means. Where manual-handling operations cannot be avoided then mechanical aids will be utilised, or the load split to reduce the risk of harm, or group-handling techniques will be used.
- All manual handling activities will be screened against the filters outlined by the SHE in the guidance document L23 or by using SHE tools such as the MAC or ART tool.
- Where required, detailed assessments of manual handling operations will be conducted to identify risks and control measures required to protect those at risk from the manual handling operation.

- Manual handling risk assessments will consider the task, individual, load, environment (TILE) and any other factors.
- If suitable mechanical means cannot be provided to carry materials and equipment up / down stairs a specific manual handling risk assessment will be prepared, to include the reasons for this.
- The results of the manual handling operations risk assessment will be communicated to all colleagues.
- Colleagues will be adequately trained in correct manual handling techniques and the use of any handling aids provided.
- Colleagues will follow the established safe system of work and use any handling aids provided, in line with training.
- Appropriate information relating to the weight, centre of gravity or the heaviest side of the load will be provided to those personnel involved in the manual handling of the load.
- Where vehicles are used to eliminate or reduce manual handling operations, loads shall be checked as secure by the driver prior to moving the vehicle.

4.23 Noise

- Coastline aims to protect colleagues hearing from excessive noise whilst at work, in accordance with the Control of Noise at Work Regulations 2005.
- Coastline will seek to ensure, so far as is reasonably practicable, that all equipment used, hired or purchased will only generate noise levels below those recommended by applicable approved codes of practice and official guidance notes.
- Where noise levels are likely to exceed the Lower Exposure Action Value perceived at the operator's ear an assessment will be conducted and control measures identified and implemented to reduce or control personal exposure.
- Suitable ear defenders providing adequate attenuation will be provided where appropriate to all affected personnel, at no cost to them, together with appropriate instructions on their use.
- Where noise levels are likely to exceed the Upper Exposure Action Value perceived at the operator's ear the wearing of hearing protection will be enforced and hearing protection zones identified.
- In no situation will the exposure limit value (ELV) be exceeded.
- All colleagues will use hearing protection provided for their protection.

4.24 Plant, Work Equipment and Machinery

- Where appropriate, a Work Equipment & Machinery Assessment will be conducted for plant and work equipment.
- Coastline colleagues will only use plant and work equipment that is correct and suitable for the job and will ensure that the plant / equipment is maintained in an effective state, in efficient working order and in good repair, in accordance with the Provision and Use of Work Equipment Regulations 1998.
- Sufficient clear and unobstructed working space will be provided around plant / work equipment to allow persons to work without the risk of injury.
- Adequate lighting and ventilation will be provided to allow personnel to operate plant / work equipment safely.
- Plant and equipment will be regularly inspected and tested as required by current legislation and defects or loss reported immediately. Records of inspection and maintenance will be held in the main office.
- Defective equipment will be taken out of service immediately to a place where it cannot be brought back into use until it has been repaired by a competent person.
- Only authorised and competent persons will undertake maintenance, repairs, testing, installation or alterations of any nature to any plant or equipment.
- Where required all safety devices and guards will be operable and in use.

- Where the use of the equipment involves a specific risk to health and safety, the use of the equipment will be restricted to personnel who are trained, competent and authorised in its use.
- All colleagues will receive adequate training and instruction in the use and safe operation of all plant and equipment that they are required to operate.
- Plant and work equipment must not be used when unprotected members of the public are present.

4.24.1 Maintenance

- Coastline owns a range of plant, machinery and equipment which is inspected, serviced and maintained in accordance with manufacturers' instructions or at a suitable period based on the frequency of use.
- In line with statutory requirements, and where applicable, plant, machinery and equipment is subject to documented examination by a competent person (accredited to BS EN ISO/IEC 17020:2004) and has a current Certificate of Thorough Examination.
- Records of statutory examinations, inspections, services and maintenance are held on file.
- A defects / repair log is used to record all reactive maintenance work carried out.
- Defective equipment is tagged, and tags are only removed once equipment is repaired / safe for use.

4.24.2 Hired Plant / Equipment

- Where required, plant / equipment will be hired as and when necessary from a reputable Coastline.
- All reasonable precautions shall be taken to ensure that hired plant / equipment is safe to use.
- When plant / equipment is hired in for use by Coastline, suitable instruction, training and demonstration of its safe use is to be provided by the Hire Coastline before it is operated by colleagues.
- If colleagues are not deemed competent to operate the hired plant or equipment, a competent operator will be obtained to operate that equipment.

4.24.3 Restraining Systems and Protective Structures

- Plant is fitted with roll-over protection (ROPS) and falling object protection (FOPS) as appropriate to use.
- Seatbelts are fitted to all plant fitted with ROPS. Plant operators are required to wear seatbelts where fitted.
- ROPS and FOPS are maintained in a safe working condition.

4.24.4 Hand / Small Tools

- All hand / small tools are of a suitable quality and are used only for their intended purpose and in the correct manner.
- All hand / small tools are kept clean, well maintained and are stored in a safe manner and condition so as not to cause an obstruction or danger to others when not in use.
- Colleagues are adequately trained in the use of hand / small tools.

4.25 Pressure / Steam Cleaners

- Pressure cleaners will be maintained, tested and repaired by a competent person, and records of maintenance and tests kept.
- Equipment is to be operated by trained, authorised and competent personnel and eye protection is to be worn at all times by operators to protect from flying debris.

4.26 Restricted Spaces

- Under no circumstances is work undertaken in a designated confined space. A confined space is defined as a place that is substantially, though not necessarily entirely, enclosed and where there is a foreseeable risk of injury from hazardous substances or conditions within the space or from nearby.

- Work in restricted spaces is avoided whenever possible. Activities conducted within a restricted space are the subject of a risk assessment to ensure adequate control measures are in place to protect personnel involved or affected by the activity.
- No person shall work alone when working in a restricted space. Colleagues must be accompanied / monitored at all times either by a colleague or third party.
- A visual inspection of the restricted space is conducted prior to entry to ascertain its condition and whether it is safe to enter.
- Suitable access equipment is used to gain entry to restricted spaces (e.g. loft hatch ladder).
- Restricted spaces are ventilated prior to entry in hot weather to reduce the potential for heat stress.
- Bump caps are worn in restricted spaces where there is the potential for head injury due to low structures (e.g. timber beams in lofts, pipework in ducts).
- Suitable respiratory protective equipment (RPE - FFP3), gloves, goggles and disposable coveralls are worn if there is a risk of significant exposure to insulation fibres.
- Care is taken when accessing lofts / attics to prevent falls through ceilings. Access is only permitted in areas that are either boarded over or where crawling boards are supplied and available for use to bridge across joists.
- Torches are used when inspecting unlit restricted spaces.

4.27 Slips, Trips and Falls

- Trailing leads and hoses are laid to minimise the risk of trips. Cable protection is fitted when possible to reduce the risk of tripping. Where practicable, trailing cables are eliminated by routing cables above head height.
- Floor coverings will be sound and in good state of repair. All spillages will be cleared away immediately.
- All corridors, accesses, egresses and stairwells will be adequately lit and kept clear of obstacles and rubbish.
- Offices and working areas will be kept tidy at all times and all rubbish will be removed at the end of each day.

4.28 Solar Panels

Coastline recognises the need to ensure that all solar powered installations and associated plant and equipment shall be safe at all times. Management will ensure that:

- Solar panels and associated heating systems are inspected, maintained and serviced under contract.
- Colleagues do not undertake any form of work on solar panels.
- Access to, and work on, solar panels is restricted to authorised contractors only and is subject to separate, independent risk assessment and method statement, including for access arrangements (e.g. for roof access).
- Clear access is maintained to all control panels.
- Emergency shut-off / isolation switches are installed and clearly labelled as to function.

4.29 Storage Racking, Materials Storage and Handling

- All racking designed for the storage of materials will be fit for purpose and capable of supporting the required loads.
- All racking systems will be of good mechanical construction, of sound material, adequate strength and installed and maintained in accordance with the manufacturer's instructions.
- Racking will be securely fixed to the floor in areas where forklift trucks or other mechanical handling equipment are used.
- The maximum safe working load and design configuration is conspicuously displayed.

- Coastline personnel will be trained in safe methods of stacking materials on the racking and removing materials from the racking.
- Materials will be stored and stacked to reduce the risk of manual handling injuries and injuries from falling objects.
- All storage racking will be visually inspected on a weekly basis and a record of inspections will be kept on file.
- An 'expert' inspection shall be conducted by a competent person (SEMA certified) on an annual basis to ensure stability and integrity. Inspection reports will be kept on file.

4.30 Traffic Management

- Coastline will ensure that there is adequate segregation between plant, vehicles and pedestrians on work sites / in the workplace and that adequate arrangements are in place to prevent persons being put at risk from operated plant and vehicles. These measures may include:
 - Provision of sufficient parking away from the work area.
 - Provision of separate entrances / exits for pedestrians, together with designated walkways and crossings. Barriers may be installed where required to protect these.
 - Keeping pedestrian routes clear of obstacles / obstructions.
 - Ensuring visibility of pedestrians (e.g. by wearing hi-vis clothing in areas of vehicle / plant operation).
 - Minimising vehicle movements by limiting site access and controlling entry to work areas.
 - Avoiding the need for reversing where possible, by means of one-way systems and turning circles.
 - Ensuring drivers have clear vision over the work area and access routes, providing aids such as mirrors and CCTV cameras where necessary.
 - Provision of competent and authorised signallers where necessary to assist with vehicle / plant movements.
 - Provision of adequate signage, instructions and lighting in all areas where vehicles / plant operate and along pedestrian routes.
- Ride-on plant will be fitted with reversing alarms and proximity sensors as standard.
- A specific risk assessment will be undertaken for works involving ride-on plant operating close to water edges where there is a significant drowning risk.
- Recognising that technology is now available, Coastline will endeavour to ensure that all sub-contractor earth moving plant is fitted with 360 vision technology.
- Coastline applies a zero-tolerance approach for colleagues who fail to wear seat belts where fitted, unless a documented risk assessment process determines that these are not required.

4.31 Vibration

Hand Arm Vibration and Whole Body Vibration can occur from regular and frequent use of:

- Hand-held power tools
- Hand guided power equipment
- Powered machines which process hand-held materials
- Plant and vehicles

In accordance with the Control of Vibration at Work Regulations 2005 management will:

- Conduct assessments to determine the risks from vibration to colleagues;
- Decide if colleagues are likely to be exposed above the daily exposure action value (EAV) and if they are:

- Introduce a programme of controls to eliminate risk, or reduce exposure to as low a level as is reasonably practicable; and
- Provide health surveillance (regular health checks) to those colleagues who continue to be regularly exposed above the action value or otherwise continue to be at risk.
- Decide if colleagues are likely to be exposed above the daily exposure limit value (ELV) and if they are:
 - Take immediate action to reduce their exposure below the limit value.
- Vibration levels shall be a consideration when purchasing or hiring equipment used by Coastline.
- If a hand-arm vibration measurement system is used, then it shall measure according to the requirements of BS EN 5349-1:2001. In addition to the measurement methodology standard any equipment used to measure hand-arm-vibration magnitudes shall comply with BS EN ISO 8041:2005.

4.32 Weather Conditions

Consideration of the anticipated weather conditions will be given to ensure that suitable precautions are taken to safeguard those undertaking or those who may be affected by the work.

- Colleagues are aware of the increased risk of slips, trips and falls in wet, muddy, and icy conditions and the need to wear appropriate footwear.
- Colleagues are aware of the effects of working in cold conditions and the precautionary measures to take to avoid hypothermia or cold stress.
- Colleagues are aware of the effects of strong sunlight and the precautionary measures to take to avoid sunburn or heat exposure.

Industry guidance will be consulted when deciding the maximum wind speeds for working at height.

The decision to continue or suspend work at height will be based on wind speed, control measures already in place to prevent the fall of personnel or materials, position and height of the work activity and the size of materials being handled.

4.33 Working at Height / Working on Fragile Surfaces

4.33.1 General

- All work at height will be conducted in accordance with the Work at Height Regulations 2005 (as amended).
- Coastline's overriding principle is to do all that is reasonably practicable to prevent anyone from falling.
- Coastline shall:
 - Avoid work at height where they can;
 - Use work equipment or other measures to prevent falls where they cannot avoid working at height;
 - Where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distances and consequences of a fall should one occur.
- Coastline will ensure:
 - All work is properly planned and organised;
 - All work at height takes account of weather conditions that could endanger health and safety;
 - Those involved in work at height are trained and competent;
 - The place where work at height is done is safe;
 - Equipment for work at height is appropriately inspected;
 - The risks from fragile surfaces are properly controlled;
 - The risks from falling objects are properly controlled.

- It is prohibited to drop or throw anything from a height unless sufficient and adequate controls have been identified via risk assessment and implemented. Lowering materials must be conducted in a controlled manner, using ropes or via chutes into skips.
- A rescue plan is in place for foreseeable situations where risk of a fall exists whilst working at height. This is incorporated into emergency procedures.

4.33.2 Risk Assessment

- Before carrying out any work at height, including the use of ladders, a risk assessment of the work to be undertaken will be conducted. The risk assessment will take into account weather conditions and other aspects of the environment to ensure the safety of personnel at height and identify the measures required to protect persons working at height and all others affected by the activity.
- All equipment identified by the risk assessment and provided for working at height will be sound and fit for purpose and will be the subject of regular inspection and testing to ensure its continued suitability for the job.

4.33.3 Scaffolding and Towers

- All scaffolds and mobile tower scaffolds shall be erected by trained operatives or competent contractors (i.e. CISRS Scaffolder or PASMA Towers for Users certified) in accordance with current legislation, British Standards, approved Codes of Practice, Coastline procedure and Industry standards (NASC TG20:21 Good Practice Guidance for Tube and Fitting Scaffolds or EN1004:2020).
- 'Designed' scaffolds will be designed by a competent person in accordance with current standards, guidance and Codes of Practice, or built to a standard configuration such as outlined in TG20:21.
- Scaffolds will be erected by appropriately trained, competent colleagues in accordance with industry standards (NASC SG4:15) and design specifications. All scaffolds will be inspected by a trained and competent person, and records of such inspections kept:
 - Prior to use;
 - After any substantial addition or dismantling;
 - After alteration;
 - After any event likely to affect its strength or stability; and
 - Weekly.
- Where practicable, hand-over certificates will be issued to Coastline and a joint inspection carried out.
- Colleagues of the Coastline Group shall not use any scaffold unless it has been erected and inspected as above.
- During erection, unauthorised access to scaffolds will be prevented by the use of appropriate barriers and signage.
- Where the Coastline Group uses portable tower scaffolding the person responsible for erecting, dismantling and using the equipment will be trained (PASMA) and competent.

4.33.4 Personal Fall Protection Equipment (PFPE)

- All colleagues will wear PFPE (including safety harnesses, lanyards, karabiners, fall restraint / arrest systems and personal rescue devices) as identified through assessment. Appropriate training by a competent resource will be given in its use and maintenance.
- Where practicable, safety harnesses shall be worn whilst working at height or on fragile surfaces, attached to suitable anchor points via lanyards and karabiners.
- All safety harnesses, lanyards, karabiners, fall restraint / arrest systems and personal rescue devices shall be inspected and certified by a trained and competent person, and records of such inspections kept.
- Inspections will be conducted at least every six months, unless equipment is used in arduous environments in which case it is inspected every three months.

- All safety harnesses, lanyards, karabiners, fall restraint / arrest systems and personal rescue devices are inspected and checked 'in date' for test prior to use. Where someone can fall, a rescue plan will be in place for the duration of the works.

4.33.5 Roof Work

- Before carrying out any roof work a risk assessment will be undertaken and a safety method statement prepared, that takes into account safe methods of access and fall prevention / mitigation.
- SHE guidance HSG33 Health and Safety in Roof Work is followed.
- Coastline only permits colleagues to access roofs that have adequate edge protection (e.g. parapet walls of appropriate height) or that have designated walkways from which a fall from the roof is not possible either due to distance from the roof edge or provision of guardrails. Colleagues are made aware of these restrictions.
- Where it is necessary to access a roof for inspection purposes either a suitable means of access is arranged (i.e. scaffold) or the work is contracted to a Coastline making use of specialist pole / drone technology to collect images.

4.33.6 Man-safe Systems

- In the absence of edge protection and other means of preventing falls, then, in accordance with the hierarchy of control as specified in the Work at Height Regulations 2005, a man-safe system may be used.
- All man-safe systems, including anchor points, shall be inspected and certified by a trained and competent person, and records of such inspections kept.
- All man-safe systems shall be checked 'in date' for test prior to use (within the past 12 months).
- All persons who are required to make use of a man-safe system wear a full body harness fitted with self-retracting lanyard, inertia reel fall arrest system and personal rescue device at all times. The self-retracting lanyard must ensure that the shortest distance to the point of attachment to the man-safe system is maintained at all times. A short (2m) fall restraint lanyard may only be used if work is conducted near to the man-safe system **and** away from the roof edge i.e. there is no possibility of reaching the fall risk.
- Personal rescue devices are of sufficient spool length to enable lowering to the ground. If due to building height the personal rescue device would be ineffective, operatives must be equipped with a self-rescue ladder, kept to hand at all times.
- All persons remain attached to the man-safe system at all times whilst exposed to work at height.
- Unless using a specialist fastening device, two karabiners must be used when crossing man-safe cable supports in order to maintain a point of attachment at all times.
- Refer to Section 4.35.4 Personal Fall Protection Equipment.

4.33.7 Ladders and Stepladders

- All persons using ladders and stepladders will be fully trained and aware of the hazards and risks
- Ladders, including stepladders, used by Coastline will be of the correct type (Class 1 or EN 131 Professional) and in good condition. Measures must be taken to ensure that ladders and stepladders are secure, on a solid footing and, in the case of access ladders, are effectively secured to prevent movement.
- Ladders will be the subject of regular inspection by a competent person and defective ladders will be taken out of service immediately and reported to line management.

4.33.8 MEWPS

- All work involving the use of Mobile Elevated Work Platforms (MEWPs) is planned and conducted in accordance with SHE guidance GIS6 The Selection, Management and Use of Mobile Elevating Work Platforms.
- MEWPs shall only be operated by fully trained, competent operators with current IPAF certification.

- Safety Harnesses will be worn at all times whilst work is being conducted from boom-style MEWPs (e.g. cherry pickers). The requirement for use of a safety harness in other types of static MEWP (e.g. scissor lift) will be determined via risk assessment.
- Where a harness is worn, this is used in conjunction with a short work restraint lanyard secured to a suitable anchorage point within the basket.
- When working next to or over water a risk assessment is carried out to determine whether the greatest risk of injury to the operator is from falling from the MEWP basket or drowning, if the MEWP falls into the water. Life jackets are worn in preference to harnesses where the risk of drowning is greater.
- A rescue plan is in place for falls from MEWPS which is incorporated into emergency procedures.

4.33.9 Fragile Surfaces

- All work on fragile surfaces is planned and conducted in accordance with SHE guidance GEIS5 Fragile Roofs.
- Fragile surfaces are provided with adequate means of support / protection (platforms, coverings, guard rails) for anticipated loads. Suitable and sufficient warning notices are prominently displayed on approaches to fragile surfaces.
- When working at height or on fragile surfaces, all colleagues will wear PFPE identified through risk assessment. Appropriate training will be given in its use and maintenance.

4.34 Working Near or Over Water

If Coastline colleagues need to work near or over water, special arrangements will be made to ensure a safe system of work is in place.

Appendix A - Coastline General Working Procedures

Appendix B - Services Working Procedures

Appendix C - Homeless Services Procedures

Appendix D - Extra Care Procedures

Appendix E – Risk Assessment Procedures

Appendix F – Water Safety Policy

Appendix G - Radon Policy and Procedure

Appendix H – Fire Safety Policy

Appendix I – Asbestos Management Plan

Appendix J – Lift and Lifting Equipment Policy

Appendix K – CDM & BSA Working Procedure