Installation Domain Health and Safety Manual

Safety aspects involved in the acceptance of furniture sets at the installation point, establishing furniture fixing points and service connections, sequence of build, site clearance and suitability-for-use acceptance.

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Authorization

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Signature:

Date: 22/10/2018

Configuration Control

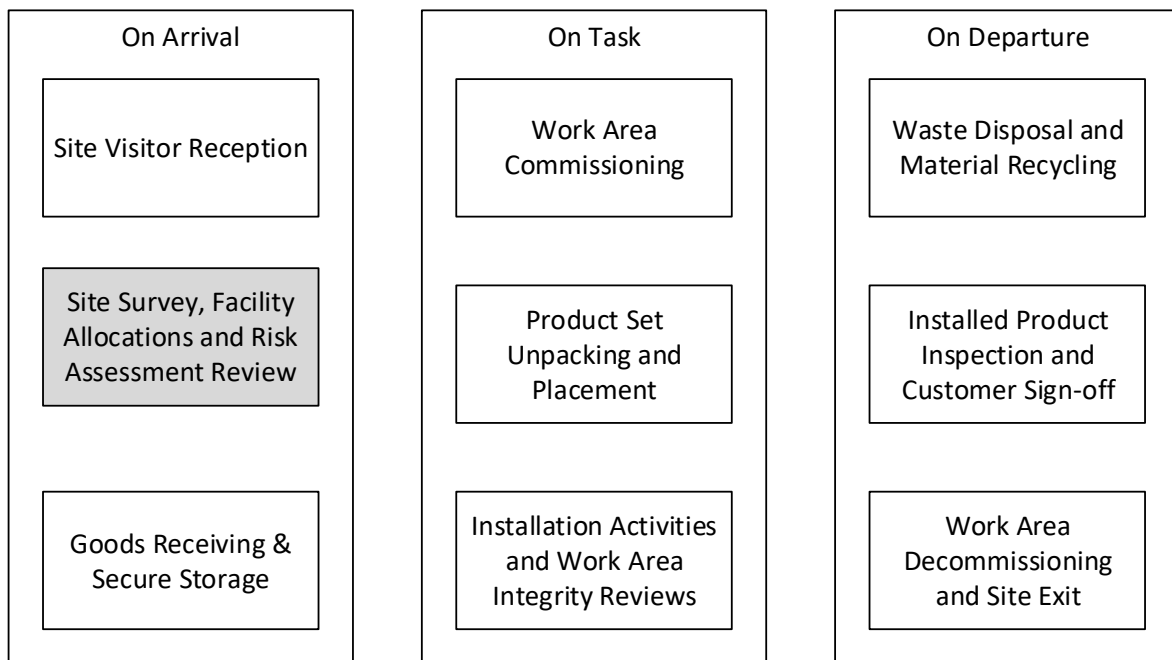| Installation Domain Health and Safety Manual					
Safety aspects involved in the acceptance of furniture sets at the installation point, establishing furniture fixing points and service connections, sequence of build, site clearance and suitability-for-use acceptance.					
Version #	Principal Reason	Status	Effective From	Review-by latest
1.0	Totally new document to describe a scalable, intranet-based approach to health and safety implementation	Active	22/10/2018	21/10/2019

1 SCOPE

0001.   This Installation Domain Health and Safety Policy Manual must be used in conjunction with the i-design furniture Health and Safety Policy.

0002.   The requirements of this manual apply to all i-design furniture (idf) limited workers and must be cascaded to contractors and sub-contractors in line with the I-design furniture Health and Safety Policy.

1.1 OPERATIONAL DOMAIN

0003.   This document addresses Health and Safety within the Installation Operating Domain of idf.

Figure 1   Installation Operating Domain Functional Structure

On Arrival	On Task	On Departure
Site Visitor Reception	Work Area Commissioning	Waste Disposal and Material Recycling
Site Survey, Facility Allocations and Risk Assessment Review	Product Set Unpacking and Placement	Installed Product Inspection and Customer Sign-off
Goods Receiving & Secure Storage	Installation Activities and Work Area Integrity Reviews	Work Area Decommissioning and Site Exit

1.2 LEADERSHIP AND MANAGEMENT

0004.   Leadership for Health and Safety matters within idf flows from the managing director and extends throughout the company. All company employees are encouraged and expected to take an active role in leading and promoting a culture of safe and environmentally friendly working practices.

0005.   Overall and final responsibility for Health and Safety within idf lies with the company managing director, Ben Walsgrove.

0006.   The idf Installation Domain Leader is responsible for the production of this Installation Domain Health and Safety Manual and for provision of event observation feedback reports to policy review meetings.

0007.   Installation of idf products will inevitably involve working on sites where overall responsibility for Health and Safety will lie with a third party. This third party will typically be from within the site

owner or site user organisations or, in the case of a construction site, within the construction Principal contractor organisation.

0008. Each idf installation activity will have an Installation Team Leader, nominated by the Installation Domain Leader, to supervise the work of the installation team. The Installation Team Leader will be responsible for implementation and maintenance of Health and Safety at the installation site, including communication, coordination and cooperation with other site staff, and for providing event observation feedback.

2   REFERENCED DOCUMENTS

2.1   REGULATORY

0009.   In addition to overarching legislation under the Health and Safety at Work etc. Act 1974, work on construction sites is subject to The Construction (Design and Management) Regulations 2015, often referred to as CDM.

0010.   Other regulations important on installation sites are:

- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operations and Lifting Equipment at Work Regulations 1998 (LOLER)
- Manual Handling Operations Regulations 1992
- The Work at Height Regulations 2005
- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended)
- Control of Asbestos Regulations 2012
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)

2.2   GUIDANCE

0011.   Links to practical and up-to-date Health and Safety guidance and advice are available in the Useful Links section of the idf Health and Safety intranet site.

0012.   The guidance most relevant to work undertaken in the Installation Operating Domain includes:

- Managing health and safety in construction – Guidance on regulations
- Managing contractors: A guide for employers
- Using contractors
- Risk assessment (A brief guide to controlling risks in the workplace)
- Providing and using work equipment safely (A brief guide)
- Personal protective equipment at work (Third edition)
- Lifting equipment at work (A brief guide)
- Manual handling at work
- Safe use of ladders and stepladders
- Working with substances hazardous to health: A brief guide to COSHH
- Asbestos essentials
- Materials storage and waste management
- Reporting accidents and incidents at work

2.3   INFORMATION

0013.   Links to practical and up-to-date Health and Safety information are available in the Useful Links section of the idf Health and Safety website.

0014.   The information most relevant to work undertaken in the Installation Operating Domain includes:

- Construction Skills Certification Scheme (CSCS)
- Construction Industry Training Board

3 APPLICATION OF RESOURCES

3.1 INSTALLATION OPERATING DOMAIN

0015. The installation functions performed by idf are shown in Figure 1 above.

0016. The physical operating domain for idf installation activities will usually be either a customer site or construction site under control of a Principal Contractor.

0017. Every idf worker (employee or contractor) will be provided with the information required to give them a clear understanding of the Health, Safety and Environmental standards, management, procedures and reporting arrangements that apply at idf installation sites before they undertake work at the facility. The worker will be required to sign a confirmation that they have received and understood the information provided.

3.1.1 Site Layout and Access

0018. Site layout and access arrangements will be site specific and information will usually be provided at the site visitor reception. Site access will sometimes include site specific Health and Safety and/or security induction briefing.

0019. idf workers should ensure that they have a clear understanding of access arrangements, for both day-to-day activities and for emergency situations such as fire, before work commences.

0020. All site access and escape routes must be kept clear of obstructions and waste at all times. idf workers must not enter areas with restricted access without having first obtained approval from the site authority.

3.1.2 Main Activities

0021. The main activities of the Installation Operating Domain are:

- Site survey, risk assessment and work area preparation
- Product and materials receipt and storage
- Product unpacking and placement
- Product installation and fixing
- Waste disposal and recycling
- Product commissioning and acceptance
- Work area decommissioning and site exit

0022. idf workers must carry out only idf authorised activities for which they are competent and suitably equipped. Any activities outside of the expected scope of work and which impact other building services should only proceed after appropriate consultation with both the Installation Domain Leader or his delegated authority and the installation site management.

3.1.3   Risk Assessment and Mitigation

0023.   The potential hazards that may be expected on installation sites include those relating to:

- Potable electrical equipment including drills and saws
- Hand tools
- Manual handling
- Hazardous materials including wood dust
- Slips, trips and falls, including from ladders and stepladders
- Vehicles
- Electric shock or burns
- Fire

0024.   A local risk assessment for any potential hazards must be carried out at the installation site, using by default the risk assessment and mitigation template available on the idf Health and Safety intranet site at idf-for-Safety or in hard copy in the Personnel Areas of idf manufacturing facilities. Any required mitigation must be in place before work commences.

0025.   There may be a cascaded requirement from the Customer or site Principal Contractor to use a particular process or approach to risk assessment and this requirement must be adhered to if applicable.

0026.   Over and above established idf practice, workers must conform at all times with the Personal Protective Equipment (PPE) and other risk mitigation requirements of the installation site.
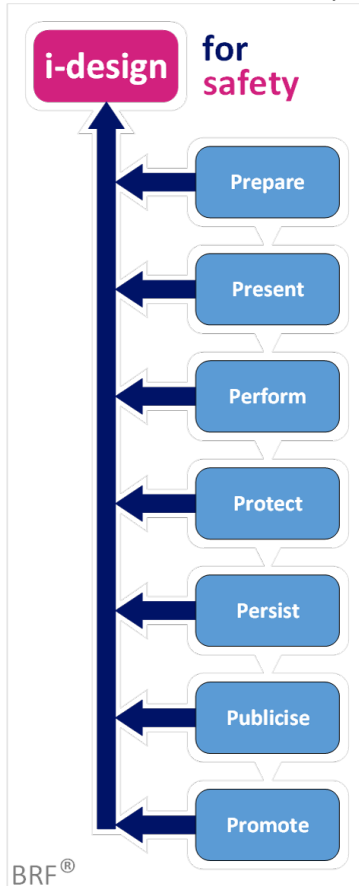
3.1.4   Lines of Reporting

0027.   All accidents, incidents and health, safety or environmental related observations must be reported at the earliest opportunity using the Event Observation and Reporting process described in section 7, on page 18. All workers are also strongly encouraged to report near misses, potential hazards and any other health, safety and environmental concerns or improvement opportunities as part of our pro-active approach to Health and Safety.

0028.   The idf Installation Team Leader must also ensure that all accidents, incidents and health, safety or environmental related observations are reported under the reporting requirements for the installation site; typically these will be those of the site owner or site user or the Principal Contractor for a construction site.

3.2   INSTALLATION OPERATING DOMAIN – GENERAL POLICY REQUIREMENTS

0029.   The promotion of the General Policy Requirements listed Table 1 below is the means by which the idf Health and Safety culture is nurtured, communicated and implemented.

Table 1   General Policy Requirements

The pattern of General Policy Requirements (GPRs) enables a common understanding of how to behave in any of our operating domains. The GPRs enable domain practitioners and visitors to communicate

Prepare - establish the nature of work being undertaken in advance and what is required of you. Identify the operational domain leader in charge of the area you will be entering.

Present – (yourself) to the manager in charge prior to entry, and confirm the nature, timing and location of your activities. Exchange information on responsibilities, risk mitigation and hazards.

Perform – undertake the planned activity, keep within the expected limits of the task at hand and fulfil the locally agreed responsibilities.

Protect – safeguard the integrity of resources in your vicinity. Behave in a manner that does not cause distraction to others. Keep the work area clean and tidy. Reduce waste materials and by-products.

Persist – enforce adherence to safety notices and safety barriers established for your activities. Record your observations of safety relevant events.

Publicise – make your observations available to the idf operational domain leader in the first instance or to the manager in charge.

Promote – contribute to the operational domain's scheduled safety briefings and work planning meetings.

0030.   All workers are encouraged to refer to, communicate and use the General Policy Requirements shown in Table 1 above for all activities since they provide a valuable check list and reminder of important aspects of safety culture and implementation.

0031.   The General Policy Requirements should be considered as part of every new job or process and be included in any on-site installation job sheet.

3.3   RESOURCE GROUP CAPABILITY REQUIREMENTS

3.3.1   People Core Competencies

0032.   It is a standing idf requirement that all workers (employees and contractors) must have the health and safety skills, knowledge, training and experience required to carry out any activities they perform.

0033.   Responsibility for determining the specific health and safety skills, knowledge, training and experience required for activities carried out in the Installation Operating Domain lies with the Installation Domain Leader.

0034.   The Installation Domain Leader is also responsible for checking credentials of the health and safety skills, knowledge, training and experience of workers (employees, contractors and agency/temporary staff) and identifying any training required to close gaps between the competency requirements of an activity and an intended operator.

0035.   Any training need (on-the-job or external) identified must be fulfilled satisfactorily and recorded before the worker is assigned to the relevant operation and added to the list of approved operators.

0036.   Workers should seek advice, guidance or training from the Installation Domain Leader or Installation Team Leader if they have any concerns about their ability to carry out any task safely.

0037.   Working on customer sites, and in particular on construction sites, may require specific evidence of competency such as CSCS cards issued under the Construction Skills Certification scheme. The Installation Domain Leader is responsible for ensuring that these requirements are complied with.

0038.   Where idf workers see beneficial opportunities for further training or where future requirements for CSCS cards and other evidence of competency are anticipated the issue should be raised using the Event Observation and Reporting process described in section 7, on page 18.

3.3.2   Information Accuracy and Relevance

0039.   Information to support safe operations in the Installation Operating Domain (materials data sheets etc) is available from the Installation Domain Manager and should be included with all installation job sheets. The Installation Domain Leader is responsible for the completeness, accuracy and availability of this safety related information.

0040.   The Installation Team Manager is responsible for ensuring that for each installation activity, the installation team has all the necessary safety related information and Safety Notices for communication and displaying as appropriate at the installation site.

3.3.3   Operating Processes

0041.   The Installation Domain Leader is responsible for the maintenance and availability of all operating procedures used in the Installation domain.

0042.   Copies of operating processes are available from the Installation Domain Leader and where appropriate should be included with each installation job sheet.

0043.   Workers must not carry out any operating processes until the competence requirements described earlier in this section have been addressed and they have, where necessary, been added to the list of approved operators.

0044.   Workers on customer or construction sites must ensure they understand and comply with any processes and procedures required by the site owners or users or by the Principal Contractor on construction sites.

3.3.4   Equipment Configuration and Maintenance

0045.   All equipment used in the Installation Operating Domain is maintained for safe operation and compliance with any regulatory requirements. No modifications or adjustments should be carried out by workers who are not competent and authorised to make such changes. Equipment guards

and other safety mechanisms must not be removed or tampered with and any deficiencies or damage should be reported immediately using the Event Observation and Reporting process described in section 7, on page 18.

0046. The Installation Domain Leader is responsible for maintaining the list of inspection, maintenance, compliance and certification testing for each piece of equipment. The Installation Domain Leader is also responsible for ensuring that the scheduled inspection, maintenance, compliance and certification testing is carried out and recorded.

0047. Any equipment that is unserviceable or lacking the necessary certification must be clearly marked and must not be used.

3.4 DECISION MAKING GROUPS

3.4.1 Jurisdiction

0048. The Installation Domain Leader has jurisdiction over all decision making in the Installation Operating Domain.

0049. Work carried out in the Installation Operating Domain should not exceed any boundaries set by the Installation Domain Leader or included in the job sheet, nor should it exceed any boundaries set by the contractual arrangements with the Customer without approval from the Installation Domain Leader.

3.4.2 Delegation

0050. Local responsibility for on-site co-ordination of safe working and compliance with any Customer or Principal Contractor safe systems of working will be delegated to the Installation Team Leader for each installation job.

0051. The Installation Team Leader will supervise the work of the installation team.

0052. As supervisor of the Installation team the Installation Team Leader role includes briefing and carrying out toolbox talks, coaching of individual workers and supporting other formal and informal means of engaging with workers and with other personnel and organisations on the installation site.

0053. The Installation Team Leader will also be the front-line decision maker in emergencies or when workers on site face immediate risks that may require work to stop.

3.4.3 Control

0054. Effective, efficient, safe and environmentally friendly delivery of Installation domain operations depends on all workers playing a constructive and pro-active role. This will be facilitated by installation team meetings as described in the i-design furniture Health and Safety Policy.

0055. Installation team meetings will usually be held in the Personnel Areas of idf manufacturing facilities or on-site and on a weekly basis. Workers are expected to attend whenever possible and the timing of meetings will be arranged to ensure that attendance is maximised.

0056. The first item discussed at the team meetings will be any health, safety or environmental event observation reports and they will provide a further opportunity for workers to raise any concerns or observations.

0057. The Installation Team Leader is responsible for ensuring that the health, safety and environmental requirements of idf and Customer or Principal Contractor organisations are met and that any

accidents, incidents and health safety or environmental related observations are reported both to idf, using the Event Observation and Reporting process described in section 7 on page 18, and through the site incident reporting mechanism.

4 RESPONSIBLE PARTIES

4.1 IN THE COMPANY

0058. The idf Installation Domain Leader is responsible for the Health and Safety of all operations within the Installation Operating Domain, for leading health, safety and environmental communication across the Installation domain workforce and for provision of installation event observation feedback reports to policy review meetings.

0059. Each idf installation activity will have an Installation Team Leader nominated by the Installation Domain Leader. The Installation Team Leader will be responsible for implementation and maintenance of Health and Safety at the installation site, including consultation and communication with other site staff, and for providing event observation feedback.

4.2 WORKING WITH OTHERS

0060. Installation of idf products will inevitably involve working on sites where overall responsibility for Health and Safety will lie with a third party.

0061. The overall responsibility for Health and Safety will typically be from within the site owner or site user organisations or, in the case of a construction site, within the construction Principal contractor organisation.

0062. idf workers have a duty to communicate, coordinate and cooperate on Health and Safety matters with other individuals and teams present on construction sites; this will often be led by the Installation Team Leader in his supervisory role.

0063. Every worker has a duty-of-care for their own Health and Safety and for the Health and Safety of others who may be affected by their actions whether they are company members, from other companies or members of the public.

5 MANDATORY REQUIREMENTS

5.1 REGULATORY REQUIREMENTS

0064. The main regulations applicable to the Installation Operating Domain, and guidance on their interpretation and implementation, are identified in section 2, on page 7.

0065. The main requirements include:

- Compliance with the Construction (Design and Management) Regulations 2015. Guidance on the legal requirements of these regulations can be found at:
  http://www.hse.gov.uk/pubns/books/l153.htm
- Compliance with The Control of Substances Hazardous to Health Regulations 2002 (as amended): Guidance on the legal requirements of these regulations can be found at:
  http://www.hse.gov.uk/pubns/priced/l5.pdf
- Description of equipment use matched to job specification, frequency of operation and user operator competence
- Records of equipment maintenance, inspection and commissioning reports
- Training/experience/certification records for operator, maintenance and inspection personnel
- Risk and Mitigation statements for each piece of equipment
- Each job sheet will have an equipment list, each item may have a set of approved specific-to-job usage instructions. Approved means that usage has been shown to match the operator and equipment capability
- Reporting and keeping records of work related accidents, work related illness and dangerous occurrences that are reportable under the RIDDOR regulations as described in the guidance to be found at http://www.hse.gov.uk/pubns/indg453.htm

5.2 COMPANY REQUIREMENTS

0066. The idf Health and Safety requirements are contained in the i-design furniture Health and Safety Policy, which should be read in conjunction with this manual.

0067. Appropriate Personal Protective Equipment (PPE) is to be worn at all times.

0068. All accidents, incidents and health, safety or environmental related observations must be reported at the earliest opportunity using the Event Observation and Reporting process described in section 7, on page 18.

5.3 CONTRACTUAL REQUIREMENTS

0069. Customer health, safety and environmental requirements will be determined by individual customer contracts and it is the responsibility of the Installation Domain Leader to scrutinise relevant parts of contractual arrangements to determine customer health, safety and environmental requirements.

0070. Work on construction sites will require appropriate Personal Protective Equipment (PPE) to be worn at all times and the required standards may be specified by the customer.

0071. The Installation Domain Leader must as a minimum brief the Installation Team Leader on customer health, safety and environmental requirements and arrangements before work commences.

0072. Whenever practicable the Installation Domain Leader should brief the whole installation team on customer health, safety and environmental requirements as part of a wider pre-deployment meeting.

0073. Supplier (sub-contractor) health and safety requirements will be determined in the contractual arrangements. By default they will represent a cascade of idf policy and implementation arrangements and, where idf is working as a supplier to a third party, a cascade of any specific health safety and environmental requirements of the third party.

6 ADVISORY REQUIREMENTS

6.1 INFORMATION IN SUPPORT OF OPERATIONS

0074. Jobs may be supported by a job sheet structured using the General Policy Requirements at Table 1 on page 10. This approach will help to ensure that jobs are approached in a consistent, efficient, safe and environmentally friendly way.

0075. The contents of a job sheet will apply only to the job for which it was issued.

6.2 LOCAL PROCEDURE ADDENDUMS

0076. New health, safety and environmental requirements not included in the i-design furniture Health and Safety Policy should be established and communicated to the installation team by the Installation Domain Leader. These additional requirements should be reported at the earliest opportunity using the Event Observation and Reporting process described in section 7 on page 18.

6.3 INDUSTRIAL BEST PRACTICE

0077. The resources made available on the idf intranet site should be used in conjunction with other information sources and on-the-job observations and learning to develop and refine best practice. Any best practice discovered or created should be reported using the Event Observation and Reporting process described in section 7 on page 18.

6.4 EMERGING TRENDS

0078. All idf workers are encouraged to track technology trends, including process improvements, in their own or other areas of work and report any which may offer benefits or raise issues for idf operations using the Event Observation and Reporting process described in section 7 on page 18.

7 EVENT OBSERVATION AND REPORTING

7.1 EVENT OBSERVATION REPORT (EOR) OBJECTIVES

0079. Event observation report are used to record events observed in the course of business activities to optimize the Company's Health, Safety and Environmental policies.

0080. The Event Observation Report (EOR) is used for reporting all accidents and safety related incidents and observations in the Installation Operating Domain. The Event Observation and Reporting process includes the function previously performed by the 'Accident Book'.

7.2 EOR FORMAT AND COMPLETION

0081. The EOR is available as an electronic form on the idf intranet site. Paper copies are also available in the Personnel areas of the manufacturing facilities for occasions when intranet connection is unavailable Paper copies should be taken as part of the job sheet paperwork to all installation sites.

0082. The Installation Domain Leader is responsible for ensuring that all paper reports are transferred to the idf intranet site for the review process.

0083. The outline structure of the EOR is shown in Table 2 below.

Table 2   EOR Form – Outline Structure

Date:	Time:	Location:
Name of the Observer:		
Operational Domain:		
What activity was taking place?		
What Resources were involved?		
What role did you play (if any)?		
Describe the critical event?		
What, in your opinion, caused the critical event?		
Does the event mean safety is reduced or improved?		
What recommendations are to be made?		

0084. All accidents, incidents and health, safety or environmental related observations must be reported at the earliest opportunity.

0085. All workers are also strongly encouraged to report near misses, potential hazards and any other health, safety and environmental concerns or improvement opportunities as part of our pro-active approach to Health and Safety.

8 POLICY OPTIMIZATION

8.1 OVERVIEW

0086. The idf approach to optimisation of Health and Safety policy is described in the i-design furniture Health and Safety Policy which should be read in conjunction with this manual.

0087. The Health Safety and Environmental (HSEnv) Optimisation Process is also shown in Annex A, on page 20.

8.2 CONSULTATION

0088. Consultation with the Installation Operating Domain workforce on health, safety and environmental matters is a key aspect of the Installation Operating Domain meetings, chaired by the Installation Domain Leader.

0089. Team meetings will be held in the Personnel Areas of the manufacturing facilities or on-site on a weekly basis. Workers are expected to attend whenever possible and the timing of meetings will be arranged to ensure that attendance is maximised.

0090. The first item discussed at the team meetings will be any health, safety or environmental event observation reports and they will provide a further opportunity for workers to raise any concerns or observations.

8.3 PERIODIC REVIEW

8.3.1 Steady-state Reporting

0091. In normal business operations the Installation Domain Leader will review all EORs with Installation Operating Domain workers at the weekly team meetings.

0092. Health and Safety policy updates for the Installation Operating Domain, where required, will be implemented by the Installation Domain Leader on a monthly basis.

8.3.2 Exception Handling

0093. Responding to imminent risk of harm or actual injury must be prioritized and not be subject to delays caused by workload or established (steady-state) business practice.

8.4 VERSION DEVELOPMENT AND RELEASE

0094. The Installation Domain Leaders will issue updates to the Risk Assessment and Mitigation register on the intranet and will issue paper copies for local use.

8.5 INSPECTION AND TEST REGIME

0095. The Installation Domain Leader is responsible for periodically checking that paper copies in the Personnel Area and posted in the manufacturing facilities are the current version.

0096. Each worker is expected to check that any additional paper copies they hold are the correct version.

Annex A   HSEnv Optimization Process

0097.   This process is referenced in section 8, on page 19.
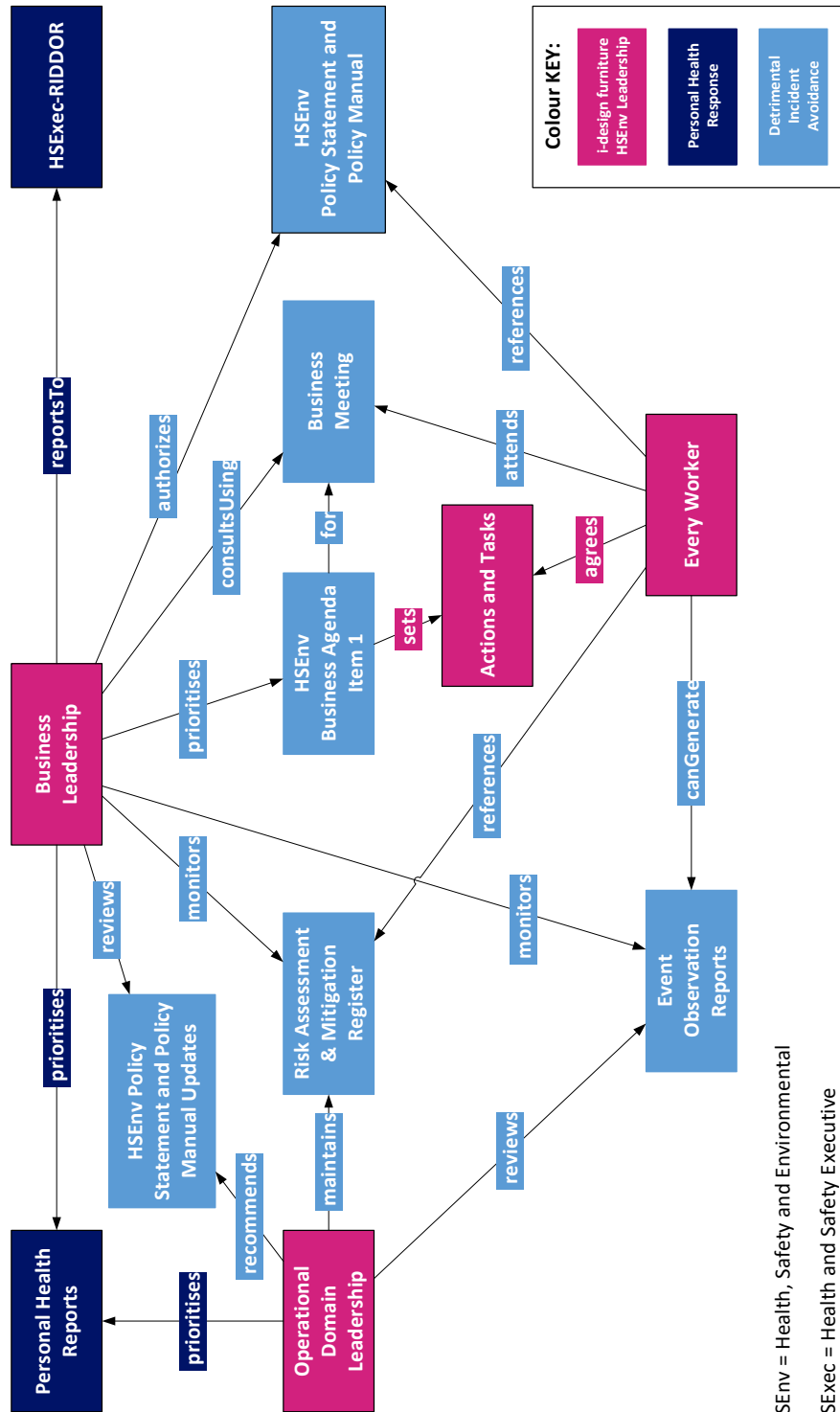
HSEnv = Health, Safety and Environmental

HSExec = Health and Safety Executive