



Company Registered Number: 5045144

VAT Registration Number: 833 2781 27

Contact Name: Ian Bowers

**Company Address: Units 1-6
The Old Station
Higham
Bury St Edmunds
Suffolk
IP28 6NL**

Tel: 01284 812520

Fax: 01284 811166

Web Site: www.aranservices.co.uk

E- Mail: ian@aranservices.co.uk

This manual and the information contained therein is the property of ISO Quality Services Ltd. It must not be reproduced or otherwise disclosed without prior consent in writing from ISO Quality Services Ltd.

MANUAL IDENTIFICATION

This document is a **Controlled** copy.

Copy Number 1 of 1

Issued to: Ian Bowers

Title: Quality Manager

Holders of controlled copies will be advised of any amendments or subsequent issues.

Signed:.....Managing Director.

CONTENTS

Pages

1.	Company Information Page
2.	Manual Identification
3.	Contents
4.	Scope of Certification
5.	Organisation Foreword
6.	Organisation Profile
7.	Organisation Chart
8-10	Occupational Health & Safety Statement
11.	Manual Control
12.	Manual Control – Continued
13.	Revision & Amendment Register
14.	Abbreviations, Terms & Definitions
15.	Abbreviations, Terms & Definitions - Continued
16.	Abbreviations, Terms & Definitions – Continued
17	Correspondence Between OHSAS 18001:2007, ISO 14001:2004 and ISO ISO 9001:2008
18.	Correspondence Between OHSAS 18001:2007, ISO 14001:2004 and ISO ISO 9001:2008 - Continued
19.	Management System Elements
20.	4.1 General Requirements
21-40.	4.2 OH&S Policy
41-44.	4.3 Planning
45.	Flow Chart Process for Safety Management Team
46-54.	4.4 Implementation and Operation
55-61.	4.5 Checking and Corrective Action
62.	4.6 Management Review
64.	Operating Procedures
65-67.	Compliance Evaluation Operating Procedure

SCOPE OF CERTIFICATION

This manual covers the products and services offered by Aran Services Ltd included in the scope definition below:

Energy Efficiency “Whole House” Solutions

The Management System is designed to meet the requirements of:

OHSAS 18001:2007

Certification covers activities at the site address specified on the cover sheet of this Manual and associated operations.

N.B.

Holding manuals appertaining to the operation of BS OHSAS 18001:2007 within your company, does NOT imply compliance to al the necessary Health and safety requirements nor does it imply that ISO Quality Services Ltd., or associated companies, are acting as your nominated competent “persons” or consultants on Health and Safety legislation or requirements.

“This responsibility rests solely with your company and associated interests.”

ORGANISATION FOREWORD

BS OHSAS 18001: 2007 MANUAL

This Occupational Health and Safety Manual and associated documentation is the means by which the Organisation (hereinafter referred to as Aran Services Ltd) satisfies the requirements of its staff and any other interested parties, particularly with regard to Management responsibility.

Top Management is obliged to ensure that its OH&S Policy is understood by its employees, and that its procedures are implemented and maintained at all times. This OH&S Manual is in accordance with the requirements of OHSAS 18001:2007. The OH&S management system shall be periodically and systematically reviewed by Management and checked by audits both internal and external.

Top Management is responsible for the control of all matters pertaining to the implementation of Operational Health and Safety procedures.

The assurance of OH&S is fundamental to all the work undertaken by Aran Services Ltd and all personnel at every level in the Aran Services Ltd structure shall practise the procedures established.

ORGANISATION PROFILE

BS OHSAS 18001: 2007 MANUAL

Aran Services are dedicated to providing householders with cost effective energy efficiency solutions that not only reduce household running costs, but limit the impact that you and your family have on the environment by cutting down your carbon dioxide emissions.

Operating from purpose-built premises in the centre of the Eastern Region, the company offers a 'Whole House' solution to the energy efficiency challenge, based on the understanding that every element of a building's energy consumption should be considered in order to increase its overall energy efficiency and reduce its carbon footprint.

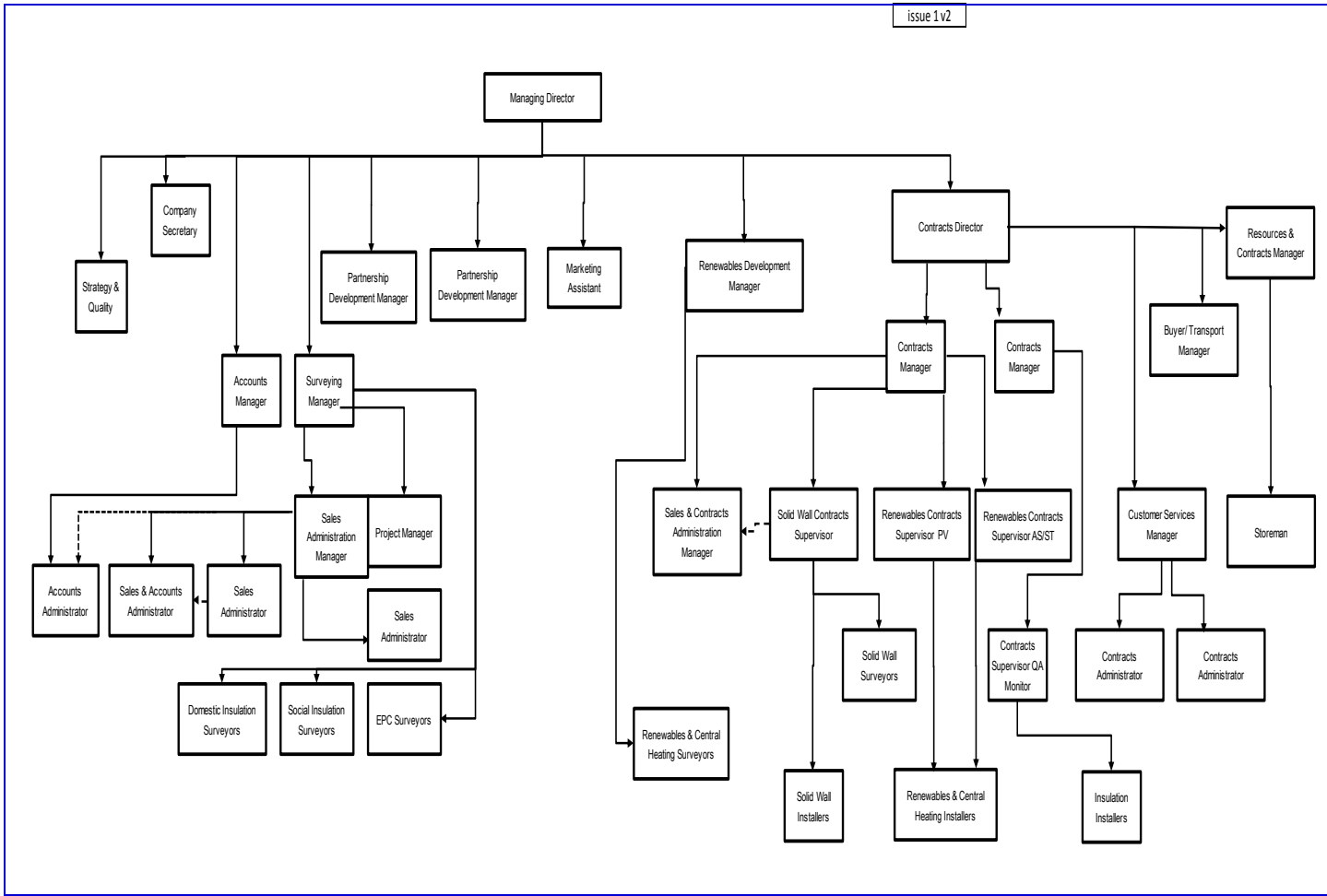
Since our formation in 2004, Aran Services Ltd has striven to provide its customers and clients in both public and private sectors with excellence in the field of energy efficiency.

At Aran Services Ltd our skilled workforce of installers, surveyors and managerial staff are focussed on providing an exceptional customer service, employing a range of services from initial energy assessment through to the installation of renewable energy technologies in order to provide our clients with the best possible energy efficiency solution. We pride ourselves on our professionalism, a fact reflected by our membership of the appropriate trade bodies and our commitment to continuous staff training.

We continue to work closely with government bodies and energy suppliers to ensure access for our clients to the various and evolving grant funding streams that can reduce the cost of energy efficiency.

Issue: 1.0 Rev: 0

ORGANISATIONAL CHART



OCCUPATIONAL HEALTH & SAFETY POLICY STATEMENT

BS OHSAS 18001: 2007 MANUAL

The continuing policy of Aran Services Ltd is to provide a professional and efficient OH&S policy to meet our commitment to improving health and safety performance.

The Management Team bears the responsibility for establishing, maintaining and implementing the system for controlling those particular activities for which they are responsible. We undertake to ensure that, through instruction, practical example and training that health and safety is the aim of all members of Aran Services Ltd and that each employee has a proper understanding of the importance of the OH&S policy function and its direct relevance to the success of Aran Services Ltd.

Equally every employee is responsible for, and will be trained to perform the duties required by his or her specific role. Further Aran Services Ltd will ensure that any sub-contractors employed for a particular function will meet specified requirements and will accept the responsibility for their work.

The OH&S policy of Aran Services Ltd will be documented, implemented, and maintained together with a commitment to continual improvement of the OH&S policy as well as complying with the current OH&S legislation any other such policy to which Aran Services Ltd either currently or intends to subscribe.

We hereby certify that this Occupational Health and Safety Manual accurately describe the OH&S System in use within Aran Services Ltd to meet the requirements of OHSAS 18001:2007.

The OH&S policy will be monitored regularly under the Managing Director's ultimate responsibility with regular reporting of the status and effectiveness at all levels.

STATEMENT OF GENERAL POLICY

It is the policy of Aran Services Ltd to comply in full with all the legal obligations that relate to the health, safety and welfare at work of all our employees and others who may be affected by our activities.

In particular the Company will:-

- a) provide and maintain equipment and machinery that is safe and without risks to health;
- b) ensure safety and the absence of risk to health in connection with the use, handling and storage of articles, equipment and chemical substances;
- c) provide and maintain working environments and all means of access to and egress from which are safe and without risks to health;
- d) provide and maintain services to our Clients that, so far as is reasonably practicable, are safe and without risks to health
- e) provide necessary information, instruction and training to ensure the health and safety at work of all our employees and sub contractors.

BS OHSAS 18001: 2007 MANUAL

Our policy cannot be implemented without the full co-operation and support of all Aran Services Ltd employees and subcontractors who are expected to play a full and active part in putting this policy into practice. Employees are encouraged to raise any concerns and suggestions for improvements in the safe working arrangements at all levels within the Company. Safe working is a team effort with everyone playing a vital part.

Safety in all our activities can only be ensured if all employees take an active interest in the safety of the activity or work they are doing and follow agreed safe methods of work. Every individual in the Company has a legal and moral responsibility for the safety of themselves, the people they work with and the public that could be affected by their work.

Aran Services Ltd will ensure that adequate management and administrative resources are provided to put this Policy into effect in recognition of all its obligations outlined above.

All activities undertaken in connection with our business will be risk assessed and written down to provide a clear approach to the future management and control of that risk. As a matter of policy, responsibility for the management of health and safety rests with the managing partners.

This Policy will be annually reviewed and modified accordingly.

Safety and health issues are an integral part of all work; any initiative or comment from anybody will always be welcomed to improve this Policy.

Signed:-



Kaz Morris, Managing Director

Date:- 04/02/11

Signed:-



Simon

Lansdown, Director responsible for H&S

Date:- 04/02/11



BS OHSAS 18001: 2007 MANUAL

Signed:-
Ian Bowers
Business Development and Marketing Director

Date:- 04/02/11

MANUAL CONTROL

Control of this Manual rests with the Managing Director who may delegate this responsibility to the OH&S Manager who is responsible for the content and control of all numbered copies. This includes all other documents pertaining to OH&S.

ISSUE STATUS

The issue status of each page of this Manual is stated at the bottom of the page.

DISTRIBUTION CONTROL

“Uncontrolled” and “Controlled” copies of this Manual maybe issued as follows:

1. Uncontrolled copies may be distributed outside the company with the approval of the Managing Director. They will have no unique identity and will be marked as an uncontrolled copy and subsequently will not be kept up to date.
2. Controlled copies will each have a unique number and will be assigned to an individual by name. Distribution is controlled by the Managing Director and numbered copies are distributed as follows:

(*) State Whether Copy Is Controlled or Uncontrolled C or U

Copy No.	C/U*	Job Title	Name	Signature
OH&S 1	C	OH&S Management Representative	Ian Bowers	
OH&S 2				
OH&S 3				
OH&S 4				
OH&S 5				

Issue: 1.0 Rev: 0

MANUAL CONTROL - Continued

DISTRIBUTION CONTROL

This list may be subjected to amendment, whereupon a new issue will be distributed and recorded on the Revision and Amendment Register.

CHANGES TO THE OHSAS MANUAL

Any changes, additions or alterations to this Manual must be addressed to the Managing Director or OH&S Manager. Should the change, addition or alteration be approved after a consultation period with other areas then the relevant amendments will be made, recorded on the Amendment Register and distributed according to the distribution list contained in this section.

REVIEW

At intervals of no longer than twelve months the Managing Director, OH&S Manager and Senior Management will review this Manual and verify that it continues to describe the OH&S System correctly and approve proposed changes accordingly.

The date of these reviews will be recorded and minutes kept.

REVISION AND AMENDMENT REGISTER

DATE	PAGE NUMBER	PROCEDURE NUMBER	REVISION DETAILS	ISSUE NUMBER
06/09/11	9		Update H&S policy statement	1
06/09/11	21-40		Update OH&S policy	1

OHSAS 18001 ABBREVIATIONS, TERMS AND DEFINITIONS

Acceptable Risk

Risk that has been reduced to a level that can be tolerated by the organisation having regard to its legal obligations and its own OH&S policy.

Audit

Systematic, independent and documented process for obtaining "audit evidence" and evaluating it objectively to determine the extent to which "audit criteria" are fulfilled.

NOTE 1 Independent does not necessarily mean external to the organisation. In many cases, particularly in smaller organisations, independence can be demonstrated by the freedom from responsibility for the activity being audited.

Continual Improvement

Recurring process of enhancing the OH&S Management System in order to achieve improvements in overall OH&S performance consistent with the organisation's OH&S policy.

Corrective Action

Action to eliminate the cause of a detected nonconformity or other undesirable situation.

NOTE 1 There can be more than one cause for nonconformity.

NOTE 2 Corrective action is taken to prevent recurrence whereas preventive action is taken to prevent occurrence.

Document

Information and its supporting medium.

NOTE The medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or a combination thereof.

Hazard

Source, situation, or act with a potential for harm in terms of human injury or ill health, or a combination of these.

Hazard Identification

Process of recognizing that a hazard exists and defining its characteristics ill health identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation.

Incident

Work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred, or could have occurred.

NOTE 1 An accident is an incident which has given rise to injury, ill health or fatality.

NOTE 2 An incident where no injury, ill health, or fatality occurs may also be referred to as a "near-miss", "near-hit", "close call" or "dangerous occurrence".

NOTE 3 An emergency situation is a particular type of incident.

OHSAS 18001 ABBREVIATIONS, TERMS AND DEFINITIONS Continued

Interested Party

Person or group, inside or outside the workplace, concerned with or affected by the OH&S performance of an organisation.

Nonconformity

Non-fulfilment of a requirement.

NOTE A nonconformity can be any deviation from: - relevant work standards, practices, procedures, legal requirements, etc. or - OH&S Management System requirements.

Occupational Health and Safety (OH&S)

Conditions and factors that affect, or could affect the health and safety of employees or other workers (including temporary workers and contractor personnel), visitors, or any other person in the workplace.

NOTE Organisations can be subject to legal requirements for the health and safety of persons beyond the immediate workplace, or who are exposed to the workplace activities.

OH&S Management System

Part of an organisation's Management System used to develop and implement its OH&S Policy and manage its OH&S risks.

OH&S Objective

OH&S goal, in terms of OH&S performance, that an organisation sets itself to achieve.

NOTE 1 Objectives should be quantified wherever practicable.

OH&S Performance

Measurable results of an organisation's management of its OH&S risks.

NOTE 1 OH&S performance measurement includes measuring the effectiveness of the organisation's controls.

NOTE 2 In the context of OH&S Management Systems, results can also be measured against the organisation's OH&S policy, OH&S objectives, and other OH&S performance requirements.

OH&S Policy

Overall intentions and direction of an organisation related to its OH&S performance as formally expressed by Top Management.

NOTE 1 The OH&S Policy provides a framework for action and for the setting of OH&S objectives (3.14).

Organisation

Company, corporation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private, that has its own functions and administration.

NOTE For organisations with more than one operating unit, a single operating unit may be defined as an organisation.

OHSAS 18001 ABBREVIATIONS, TERMS AND DEFINITIONS Continued

Preventive action

Action to eliminate the cause of a potential nonconformity (3.11) or other undesirable potential situation.

NOTE 1 There can be more than one cause for a potential nonconformity.

NOTE 2 Preventive action is taken to prevent occurrence whereas corrective action is taken to prevent recurrence.

Procedure/Process

Specified way to carry out an activity or a process.

Record

Document stating results achieved or providing evidence of activities performed.

Risk

Combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).

Risk Assessment

Process of evaluating the risk(s) arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable.

Workplace

Any physical location in which work related activities are performed under the control of the Organisation.

NOTE When giving consideration to what constitutes a workplace, the organisation should take into account the OH&S effects on personnel who are, for example, travelling or in transit (e.g. driving, flying, on boats or trains), working at the premises of a client or customer, or working at home.

Correspondence between OHSAS 18001:2007, ISO 14001:2004 and ISO 9001:2008

CLAUSE	OHSAS 18001:2007	CLAUSE	ISO 14001:2004	CLAUSE	ISO 9001:2008
1	Scope	1	Scope	1	Scope
2	Reference Publications	2	Normative References	2	Normative References
3	Terms and Definitions				Definitions
4	OH&S Management System Elements	4	Environmental Management System Requirements	4	Quality Management System
4.1	General Requirements	4.1	General Requirements	4.1	General Requirements
4.2	OH&S Policy	4.2	Environmental Policy	5.3	Quality Policy
4.3	Planning	4.3	Planning	4.1	General Requirements
4.3.1	Planning For Hazard Identification, Risk Assessment and Risk Control	4.3.1	Environmental Aspects	4.1	General Requirements
4.3.2	Legal and Other Requirements	4.3.2	Legal and Other Requirements	_____	_____
4.3.3	Objectives	4.3.3	Objectives and Targets	4.1	General Requirements
4.3.4	OH&S Management Programme(s)	4.3.3	Environmental Management Programme(s)	4.1	General Requirements
4.4	Implementation and Operation	4.4	Implementation and Operation	4.1	General Requirements
4.4.1	Structure and Responsibility	4.4.1	Structure and Responsibility	7.1	Process Control
4.4.2	Training, Awareness and Competence	4.4.2	Training, Awareness and Competence	5.	Management Responsibility Organisation
4.4.3	Consultation and Communication	4.4.3	Communication	5.5.1	Organisation
4.4.4	Documentation	4.4.3	Communication	6.2	Training
4.4.5	Document and Data Control	4.4.4	Environmental Management System Documentation	5.5.3	Internal Communications
		4.4.4	Environmental Management System Documentation	4.1	General Requirements
		4.4.5	Document Control	4.2	Document and Data Control

Correspondence between OHSAS 18001:2007, ISO 14001:2004 and ISO 9001:2008 - Continued

CLAUSE	OHSAS 18001:2007	CLAUSE	ISO 14001:2004	CLAUSE	ISO 9001:2008
4.4.6	Operational Control	4.4.6	Operational Control	4. 7.3 7.4 7.5.4 7.5.3 7.1 7.5.5 5.2 8.0	General Requirements Design Control Purchasing Customer Supplied Product Product Identification and Traceability Process Control Handling, Storage, Packaging, Preservation and Delivery Servicing Statistical Techniques
4.4.7	Emergency Preparedness and Response	4.4.7	Emergency Preparedness and Response	_____	_____
4.5	Checking and Corrective Action	4.5	Checking and Corrective Action	_____	_____
4.5.1	Performance Measuring and Monitoring	4.5.1	Monitoring and Measurement	7.6 7.6 7.6	Inspection and Testing Control of Inspection, Measuring and Test Equipment Inspection and Test Status
4.5.2	Accidents, Incidents, Non-Conformances and Corrective and Preventive Action	4.5.3	Non-Conformance and Corrective and Preventive Action	8.3 8.5.2/3	Control of Non-Conforming Product Corrective and Preventive Action
4.5.3	Records and Records Management	4.5.4	Records	4.2.4	Control of Quality Records
4.5.4	Audit	4.5.5	Environmental Management System Audit	8.2.2	Internal Quality Audits
4.6	Management Review	4.6	Management Review	5.6	Management Review

OH&S Management System Elements

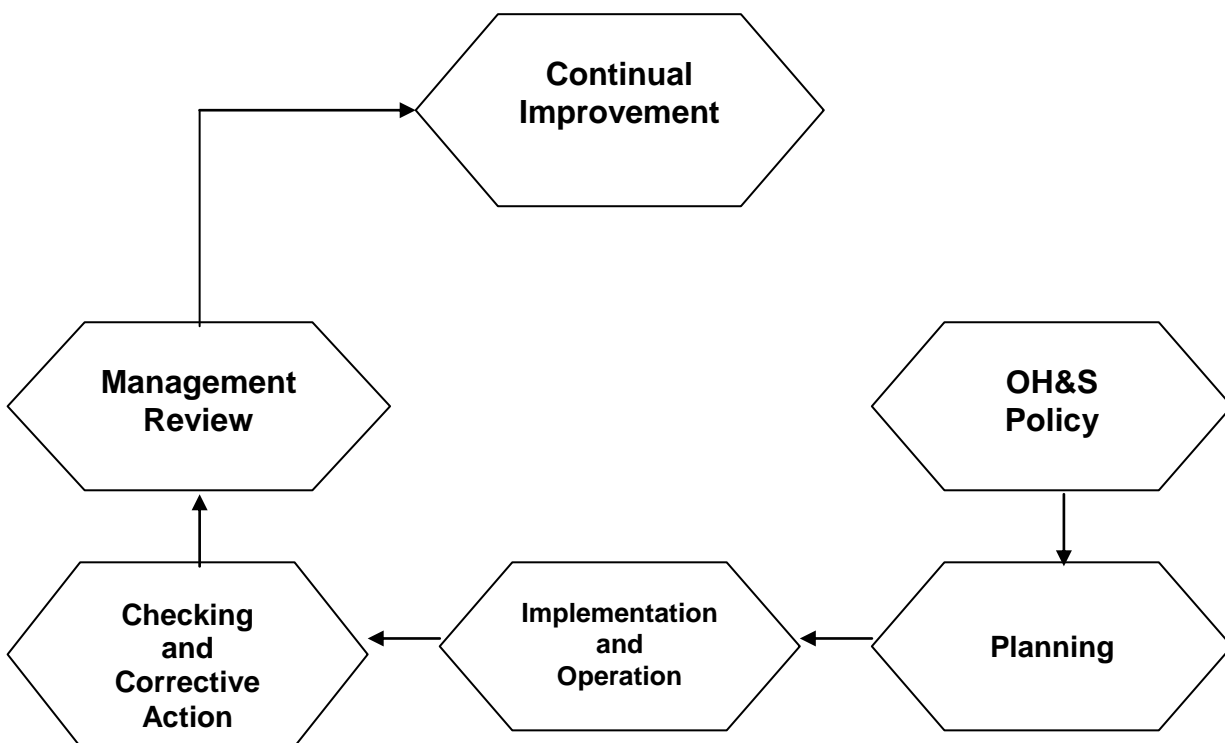


Fig: 1 Elements of Successful OH&S Management

4.1 General Requirements

Top Management shall establish, document, implement, maintain and will continually improve an OH&S Management System in accordance with the requirements of this OHSAS standard and has determined how it will fulfil these requirements.

Top Management shall define and document the scope of its OH&S Management System.

The Management System comprises this Manual, Health and Safety Policy document, Health and Safety Statement, Staff Handbook and a suite of supporting documentation and procedures.

4.2 OH&S Policy

- 2.2 **SAFETY ORGANISATION**
- 2.2.1 Introduction.....
- 2.2.2 Aran Services Ltd
- 2.2.3 The Managing Director
- 2.2.4 Director responsible for Health and Safety
- 2.2.5 Health & Safety Manager
- 2.2.6 Managers and Supervisors.....
- 2.2.7 Mobile Fitters.....
- 2.2.8 Subcontractors
- 2.2.9 Employees.....

- 2.3 **SAFETY ARRANGEMENTS**
- 2.3.1 Common Procedures.....
 - First Aid
 - Accident Reporting
 - Emergency Procedures
 - Assessment of Risks
 - Manual Handling
 - Display Screen Equipment
 - Driving on Company Business
 - Electrical Safety.....
 - Control of Substances Hazardous to Health (CoSHH)
 - Site Safety (Working on Clients' Premises)
 - Work at Heights.....
 - Use of Ladders/Steps.....
 - Handling Insulation Products.....
 - Personal Protective Equipment
 - Asbestos Management.....
 - Drugs and Alcohol
 - Smoking
 - Personal Safety
- 2.3.2 Training and Information.....
- 2.3.3 Induction and Ongoing Training
- 2.3.4 Staff Consultation
- 2.3.5 Monitoring and Review

2.2.1 Introduction

This Policy states the organisation and arrangements for the on-going Health and Safety Management of Aran Services Ltd for all our employees, whether engaged in the office, contract and site work for our clients, or other operations of Aran Services Ltd Ltd.

2.2.2 Aran Services Ltd

Aran Services Ltd undertakes to meet all its statutory responsibilities for the health and safety of its employees, its clients and the public under the Health and Safety at Work etc. Act 1974 and the regulations applicable to the Company made under it.

Aran Services Ltd will ensure that adequate resources are made available to manage effectively the health and safety risks associated with its activities.

2.2.3 The Managing Director

The Managing Director retains overall responsibility for health and safety in the Company and is responsible for providing adequate resources to enable development and management of health and safety policy and procedures. Policy development at executive level is the responsibility of the Director responsible for Health & Safety; Ian Bowers. Day to day implementation of the policy is the responsibility of Simon Lansdown, Director and Health and Safety Manager.

The Managing Director must make sure that he is kept informed of the Company's Health and Safety performance through attending a progress meeting on at least a quarterly basis with the Director responsible for Health and Safety and the H&S Manager.

The Managing Director must support withdrawing from a contract if that is the only way the Company can ensure the safety of its employees, subcontractors or members of the public.

The Managing Director must set a good example to his employees.

2.2.4 Director responsible for Health and Safety

Specific responsibilities include:.

- ❑ To develop this policy and supporting procedures and publicise to all staff and contractors
- ❑ to encourage consideration of health and safety in all work activities by staff, clients and sub contractors
- ❑ to ensure that Health and Safety is addressed at appropriate internal meetings as a standing item on the agenda
- ❑ to report back on health and safety matters to the Managing Director on a quarterly basis
- ❑ to encourage and promote the operation of this policy with all employees and sub contractors
- ❑ to ensure that every accident is reported to the enforcing authority where necessary, and investigated to an appropriate level given the nature of the incident (see appendices for guidance on reporting accidents)
- ❑ to maintain an awareness of relevant, current safety legislation, Codes of Practice, British and European Standards, and industry codes
- ❑ to monitor the health and safety performance of Aran Services Ltd
- ❑ to review the Health and Safety Management Policy annually to ensure that it continues to reflect accurately the needs of the Company and relevant health and safety legislation
- ❑ to ensure risks to the health and safety of all Aran Services Ltd employees are assessed
- ❑ to co-ordinate and arrange the delivery of appropriate information, instruction, and training for all employees of the Company
- ❑ to assess health and safety training and information needs and the provision of adequate training and information
- ❑ to ensure that staff are consulted over health and safety risks and to ensure that staff are kept informed of revised risk assessments, safety initiatives and safety performance
- ❑ to ensure that information on health and safety incidents and accidents is collated and an accurate record kept

BS OHSAS 18001: 2007 MANUAL

- ❑ to ensure accidents and near misses are investigated to an appropriate level so that important lessons can be learnt to reduce the likelihood of recurrence
- ❑ to ensure incidents are reported to the enforcing authorities where necessary
- ❑ to ensure that all work equipment (including electrical equipment and company vehicles) is suitable for the purpose, assessed, routinely inspected and maintained
- ❑ to develop an appropriate health and safety monitoring schedule to include arrangements for inspecting vehicle safety check records, auditing of contract or task specific risk assessments, incident records, site inspection records
- ❑ to support the activities and responsibilities of managers and supervisors
- ❑ to ensure that employees are not put at unnecessary risk; to support withdrawing from an activity if that is the only way the Company can ensure safety
- ❑ To ensure that only competent sub contractors are appointed to work on behalf of Aran Services Ltd and their activities properly managed with regard to health and safety
- ❑ To set a good example.

2.2.5 Health & Safety Manager

- to encourage consideration of health and safety in all work activities by staff, clients and sub contractors
- to ensure that Health and Safety is addressed at appropriate internal meetings as a standing item on the agenda
- to encourage and promote the operation of this policy with all employees and sub contractors
- to ensure the Director responsible for H&S is informed without delay of accidents or near misses so that they can be recorded and where necessary notified to the enforcing authority
- to assist the Director responsible for H&S to investigate accidents and near misses to an appropriate level given the nature and potential seriousness of the incident
- to provide and make available all health and safety equipment necessary for safe working
- to ensure that employees are not put at unnecessary risk; to support withdrawing from an activity if that is the only way the Company can ensure safety
- To ensure that only competent sub contractors are appointed to work on behalf of Aran Services Ltd and their activities properly managed with regard to health and safety
- To set a good example.

In addition to the general requirements laid out in this policy, managers and supervisors are required specifically to:

- ❑ ensure that all operations under their control are carried out safely to comply with this Policy and relevant health and safety legislation
- ❑ ensure that necessary written instructions, method statements and risk assessments are provided for the works for which they are responsible, and that adequate instruction, training, information and supervision is provided for the tasks being carried out
- ❑ inform the Director responsible for H&S of any employees under their control who require information, instruction or training to ensure they are competent to carry out their tasks. A higher degree of information, instruction, training **and supervision** will be required for younger, less experienced employees to reflect their lack of experience and lack of maturity
- ❑ when assessing risks pay particular attention to the experience and knowledge of mobile fitters; taking extra precautions if necessary for younger, less experienced workers
- ❑ report any deficiencies in the health and safety arrangements within their area or responsibility to the Director responsible for H&S so that appropriate action can be taken
- ❑ Carry out a health and safety vehicle inspection check on all mobile fitters vehicles on a monthly basis
- ❑ Make spot checks to site to identify unsafe practices or conditions so that remedial action can be taken
- ❑ Provide tool box talks at regular intervals on a rolling programme to cover all the core topics identified in the relevant appendix to this policy. Attendance to be recorded in the office.
- ❑ Make sure appropriate Personal Protective Equipment (PPE) is available for the tasks in hand and take remedial action if employees are observed not to be wearing it when the task requires it
- ❑ To set a personal example.

In addition to the general requirements laid out in this Policy, mobile fitters are required specifically to:

- ❑ report any deficiencies in the health and safety arrangements on site to their supervisor, manager or the Director responsible for H&S so that appropriate action can be taken
- ❑ assess the risks to themselves and others who might be affected by their activities on site and apply appropriate control measures
- ❑ make sure they comply with any risk assessments, method statements or site rules provided while carrying out their work activities
- ❑ use and take care of any equipment provided by the Company for their safety or health (such as Personal Protective Equipment or access equipment)
- ❑ visually inspect work equipment before use to detect any defects which must be reported to their supervisor or manager. Any such defective equipment must not be used until it has been repaired or replaced
- ❑ To visually inspect all Personal Protective Equipment (PPE) issued to them before use report any defects. Do not use damaged or unsuitable PPE
- ❑ To ensure they drive according to the latest edition of the Highway Code when driving on on company business, whether in a company vehicle or their own. In particular, to drive with due care and consideration for the safety of other road users and members of the public
- ❑ To report any concerns they have regarding health and safety arrangements on site or during the course of their work. This includes if they have any concerns regarding their own personal safety
- ❑ To remember they represent Aran Services Ltd on site and to set a good example, particularly to younger, less experienced employees

2.2.8 Subcontractors (including surveyors)

- ❑ To comply with the requirements of this Policy and any site specific rules.
- ❑ To undertake their activities in accordance with their responsibilities under the Health & Safety at Work etc Act 1974 and all other relevant health and safety regulations to ensure their activities do not harm Aran Services Ltd employees or members of the public
- ❑ To provide risk assessments and method statements as necessary to indicate how health and safety issues relevant to their activities are being addressed
- ❑ Not to take personal risks; informing Aran Services if they are unable to carry out their activities on site so that alternative control measures can be put in place
- ❑ To remember they are representing Aran Services when on site and set a good example

2.2.9 All Employees

In addition to the general requirements laid out in Section 2.3 of this policy: The Safety Arrangements, all employees must ensure the following:

- ❑ Any person working for Aran Services Ltd Ltd, whether as an employee, self employed, or as a subcontractor, has a duty to take reasonable care of themselves as well as the other people they work with in respect of any Aran Services Ltd activity
- ❑ The safety or risk element of any task must be reduced by careful planning and the use of a safe system of work. This to include matters such as use of correct tools that are maintained in good working order, use of plant and equipment for which appropriate and relevant training has been received, and use of necessary protective clothing and safety equipment provided
- ❑ Employees must not take unnecessary risks and must refrain from 'larking about'. All employees must set a good example, particularly to younger, less experienced employees
- ❑ All employees must share the responsibilities of the Company to ensure that all other employees, particularly new employees and young persons, are aware of procedures for safe systems of work and any hazards created by the works
- ❑ Safe working procedures must be followed by all to ensure that the business activities of the Company are not affected by accident, incident or injury
- ❑ Any safety issue can, and must, be raised in the first instance with one of the managers or supervisors. **Always** inform a member of the management team if there is a problem or that there could be one. **Never** accept an unsafe method of working
- ❑ It is an absolute requirement on all employees to read this policy. Where an individual employee is not sure of any part of this policy or where compliance is deemed not to be possible, this must be brought to the attention of one of the managers or supervisors so that it can be considered and rectified if necessary. Do not simply ignore a health and safety instruction: if in doubt, ASK a supervisor or manager
- ❑ Report any deficiencies in the on site arrangements for health and safety: do not take personal risks
- ❑ Report any accidents or incidents that occur on site as soon as possible to the Office

2.3 SAFETY ARRANGEMENTS

2.3.1 Common Procedures

2.3.1.1 First Aid

Provision for first-aid training and for treatment will be maintained in accordance with the current First Aid at Work Regulations 1981 and the latest Approved Code of Practice.

A first aid kit will be provided in all company vehicles and a mobile phone will also be available on site to summon the emergency services if necessary.

Contact your manager when first aid kit supplies are needed.

The Director responsible for Health and Safety will ensure that a designated person is responsible for maintaining the contents of the office and mobile first aid kits.

2.3.1.2 Accident Reporting

A system for recording and, when necessary, reporting and notifying all accidents and cases of ill-health arising from work activities is maintained in accordance with the current Regulations 'RIDDOR 95'.

All accidents on site, no matter how minor, should be reported to the Director responsible for Health and Safety or H&S Manager so that they can be recorded in the Accident Book held in the office. Other than for the most trivial of incidents, all incidents must be reported to the Director responsible for Health and Safety immediately to ensure that they can be investigated to an appropriate level and notified to the enforcing authority if necessary. (See appendix 1)

Subcontractors must report any accidents to both Aran Services Ltd and their own company. If self-employed, the subcontractor must make sure that the incident is notified to the HSE if necessary.

The Accident Book will be reviewed on a quarterly basis by the Director responsible for Health and Safety to identify any shortcomings in the Company's Health and Safety arrangements.

Fire Prevention

All staff must ensure that the risks of fire are prevented through safe working methods, including good housekeeping to keep combustible materials to a minimum, and adopting safe practices when carrying out activities involving the use and storage of flammable and highly flammable substances.

The Aran Services Ltd office is provided with suitable fire extinguishers which are maintained annually. In the event of fire, priority is given to the safe evacuation of employees from the office. Employees must not put their personal safety at risk and should only attempt to tackle the smallest of fires using a suitable fire extinguisher, and only if they have been trained and are confident to do so. They should never cut off their means of escape in an attempt to put out a fire.

All staff must:

- be familiar with fire exits and fire escape routes
- keep fire exits and walkways clear at all times
- be familiar with the fire routine and obey fire notices
- be careful with all sources of heat; including smoking, heating, electrical appliances
- ensure that work areas are thoroughly checked after hot work has been carried out and at the end of each working day
- only smoke in the designated areas, taking care to extinguish cigarettes properly in a purpose designed ashtray **not** in a wastepaper bin
- be familiar with safe use and storage of flammable and highly flammable substances: if you don't know, ask for advice rather than guess

Fire Safety on Site

Aran Services Ltd employees are instructed through this policy to ensure they understand and comply with any local fire safety arrangements and procedures whilst on site. They must also comply with any Site Rules or Health & Safety Plan with regard to fire safety and procedures on site, including the need for observing any permit to work systems.

The majority of sites are domestic dwellings where there will be no fire alarm system or fire fighting equipment. It is therefore even more important that mobile fitters manage the fire safety issues associated with their work activities.

BS OHSAS 18001: 2007 MANUAL SHOULD YOU DISCOVER A FIRE:

- isolate the area if possible by closing the door
- raise the alarm by shouting “Fire – Leave the Building Immediately”
- Leave the building and report the location of the fire to one of the managers at the assembly point at the front of the office
- Make sure the Fire Brigade have been called (999)

You are not expected to put yourself at risk by tackling the fire

ON HEARING FIRE ALARM

- make sure all those in your area leave the building, offering assistance if necessary
- close doors if appropriate to stop the fire spreading and leave the building by the nearest available fire exit
- report to the assembly point at the front of the building
- make sure all staff and visitors are accounted for, reporting any that cannot be accounted for to a manager immediately

**Do not re-enter the building until the fire brigade
have declared it safe to do so**

Water fire extinguishers must never be used on electrical fires

2.3.1.4 Assessment of Risks

To meet the Management of Health and Safety at Work Regulations Aran Services Ltd assesses the hazards associated with each new contract so that appropriate control measures can be put in place. Particular attention is paid to manual handling issues and access to the work area which may involve working at height.

The Director responsible for Health and Safety is responsible for ensuring that risk assessments are done, and are actively followed through and monitored. Job specific instructions will be provided for each contract and these must be followed by the mobile fitters.

2.3.1.5 Manual Handling

Manual Handling is reduced as far as is reasonably practical through the use of trolleys and sackbarrows and properly packaged supplies. Manual handling tasks are risk assessed and manual handling awareness is provided to employees as one of the topics in tool box talks.

2.3.1.6 Display Screen Equipment

Any staff member working on a computer or with visual display units on a frequent basis will be assessed to comply with the Display Screen Equipment Regulations 1992 (as amended). The assessment will be recorded and kept in individual staff files and the Partner responsible for Health and Safety will be responsible for implementing any controls identified in the assessments.

Significant users of DSE equipment will be eligible for an eye test paid for by the Company. Staff who require eye glasses specifically for using their display screen equipment will be eligible for reimbursement for the provision of glasses. Where glasses are required for other, more general uses, only that part of the prescription that is for DSE use will be reimbursed by the Company. The maximum reimbursement for the eye test is £20, and for glasses is £75. The frequency of eye tests and glasses to be in accordance with recommendations from the Optician.

Users will be provided with information about how to set up their workstation, use their furniture, adopt the correct posture, and avoid injury or illness through their use of display screen equipment.

All company vehicles will be mechanically worthy and maintained regularly. Appropriate safety and emergency equipment is provided. The Director responsible for Health and Safety will ensure that all drivers of company vehicles hold a valid driving licence through periodic inspection. In addition, it is the responsibility of the individual employee to inform one of the managers if there is any change in the status of their driving licence or if they have developed a medical condition which renders them unfit to drive.

All vehicle drivers will share the Company's responsibility to ensure that the vehicles for which they are responsible are maintained in a safe and roadworthy condition, materials and equipment carried in vehicles are secured as necessary, and any statutory regulations relating to the carriage of materials are complied with.

In response to the latest legislation and penalties, use of mobile phones whilst driving on company business is strictly prohibited unless using a hands-free facility. Drivers must not initiate telephone calls themselves whilst driving, even when using hands free. Conversations must be restricted to the communication of essential information only, and be kept short – no idle chatting. Remember that even with a hands-free facility drivers can be prosecuted for driving without due care and attention. When telephoning an employee on their mobile, make sure they are not driving. If they are, arrange a time to call back and end the conversation. Employees are expected to ensure their vehicle is parked safely off the road, with the engine switched off when using mobile phones.

If using portable satellite navigation (SN) systems, drivers must make sure they are properly secured. In the event of them falling off the holder, under no circumstances must the driver attempt to retrieve the fallen SN system until they have found a safe place to park. Route planning of SN systems must not be attempted whilst driving. SN systems must be positioned so that they do not obstruct the driver's view at any time. Make sure night mode is used when it is dark outside as a very bright screen can distract attention away from the road.

When driving on company business, employees are expected to drive with due care and consideration for other road users at all times. They must always drive in accordance with the various road traffic acts and the latest edition of the Highway Code. Appointments must be scheduled to allow for proper rest breaks and to avoid fatigue.

2.3.1.8 Electrical Safety

Aran Services Ltd will comply with the Electricity at Work Regulations 1989 and the Director responsible for Health and Safety will implement a suitable Portable Appliances Testing regime for electrical appliances. Faulty equipment will be decommissioned immediately.

Employees have a responsibility to conduct visual inspections of electrical equipment on a regular basis. Wherever possible, battery operated equipment will be used, or transformed down to 110V for power tools used on site.

All subcontractors are required by this Policy to implement the above for their own electrical equipment used on Aran Services Ltd business.

2.3.1.9 Control of Substances Hazardous to Health

Aran Services Ltd will assess the use of hazardous substances. Where possible, hazardous substances will be substituted for less hazardous substances. Appropriate training and information will be provided to employees regarding the safe use and storage of hazardous substances. Suitable control measures will be identified and will include the provision of suitable Personal Protective Equipment as necessary. CoSHH safety datasheets (MSDSs) will be obtained for all hazardous substances used and stored. Disposal of hazardous substances or contaminated waste will be in accordance with local authority requirements and with due regard for the environment.

2.3.1.10 Site Safety

Aran Services Ltd will manage health and safety issues on its site activities through risk assessment and, where necessary, method statements. Mobile fitters receive training on site hazards through ongoing tool box talks.

Many sites are domestic premises where the only control measures in place will be those put in place by Aran Services themselves. All mobile fitters must make sure they observe any health and safety instructions given to them either verbally or on the job sheet for the contract. Particular care must be taken as there are likely to be children or pets present who could either cause an incident themselves, or be harmed by the work activities.

2.3.1.11 Work at Heights

Activities involving working at heights will be risk assessed and safe systems of work put in place to protect employees from falls from height. All mobile fitters have received training in the use of ladder restraint systems and harnesses and a copy of 'Working at height in the retrofit CWI industry', a Best Practice Guide published by the Cavity Insulation Guarantee Agency

2.3.1.12 Safe use of Ladders/Steps

The use of ladders/steps will be risk assessed to ensure they are the correct access equipment for the required task in accordance with the Work at Heights Regulations 2005. Where reasonably practicable, alternative access equipment will be used, taking into account the level of risk, the duration of the work activity, and the physical features of the work site which cannot be altered.

All ladders and steps will be regularly inspected for defects and inspections will be recorded on the Ladder Register. Further guidance on the safe use of ladders is given in Appendix 4 to this Policy.

2.3.1.13 Handling of Insulation Materials

All new employees who will be handling insulation products will be trained in handling techniques to avoid skin and respiratory irritation.

2.3.1.14 Personal Protective Equipment (PPE)

PPE will be issued where other means of prevention or protection are not reasonably practicable to protect the employee and where it is has been identified as necessary by risk assessment.

The risk assessment process will ensure that PPE is suitable for the task.

The Company will maintain a PPE Issue Log and carry out inspection for non-disposable PPE, and these inspections will be recorded.

Asbestos containing materials (ACMs) are likely to be present in many properties built or refurbished during the 1950s through to as late as the 1990s. It is therefore possible that asbestos could be present in properties being insulated by Aran Services Limited.

The health risk comes from breathing in airborne fibres released from damaged or disturbed ACMs.

Surveyors must request information from the client regarding any known asbestos containing materials in the property but also be on the lookout for any suspect materials when they carry out their survey. Any suspect material must be noted on the survey report. Aran Services Limited must then assess whether the work can be carried out without disturbing the suspect material. If so, detailed instructions must be put on the job sheet and this information brought to the attention of the relevant mobile fitters. Where the work cannot be carried out without disturbing the suspect material Aran Services will not carry out the work until the client has had the suspect material sampled and it is confirmed whether it is asbestos or not. If it is, the material will have to be removed by licensed contractors and a clearance certificate provided to Aran Services before work can be started.

All mobile fitters and employees are informed via this policy that even where the survey/job sheet does not identify any suspect or known asbestos materials, they must remain alert to the possibility of coming across suspect materials during the work. If they do discover suspect materials, work must stop immediately and advice obtained from the Director responsible for Health and Safety at Aran Services Limited. If necessary, the area should be sealed if possible to prevent further contamination, and the mobile fitter should make sure that spread of any possible airborne fibres is prevented as much as possible.

Please note that an **undamaged** asbestos water tank in the loft does not represent a health hazard unless it is to be moved or disturbed as part of the work to be undertaken. Simply working in the vicinity of the undamaged asbestos water tank will not represent a health hazard as no asbestos fibres will be released into the air to be breathed in.

Further guidance is available from the HSE website www.hse.gov.uk

Alcohol abuse or use of controlled substances puts people at risk of injury. During working hours or at any time when employees or subcontractors are representing Aran Services, alcohol consumption which renders an employee unfit to perform their duties or causes them to be a hazard to themselves or others, is strictly prohibited.

Where it is suspected that an employee or subcontractor is unsafe to work due to alcohol consumption or use of controlled substances, they will be asked to leave the premises immediately and disciplinary procedures may be invoked. In any event, alcohol is strictly prohibited prior to operating machinery or driving, working at heights or any other potentially hazardous activity.

Employees must also be aware that over the counter medications, such as for the treatment of flu symptoms, may have unwelcome side effects which could render them unfit for work or for carrying out specific work activities. If in doubt, seek guidance from a line manager.

2.3.2.17 Smoking Policy

In response to current legislation, Aran Services sets out below its policy on smoking to ensure compliance with the Health Act 2006. The no smoking ban came into effect on 1st July 2007 and applies to:

- ❑ all persons, whether employees, contractors, consultants, visitors or clients
- ❑ all parts of the building and out buildings
- ❑ all company vehicles
- ❑ and all private vehicles driven on company business when shared with another occupant travelling on behalf of Aran Services or its clients

No smoking is permitted in any of the above by any persons from 1st July 2007. Company disciplinary procedures may be invoked if any member of staff does not comply with this policy. Note that it is a criminal offence to breach the smoking law and those doing so may be liable to prosecution and a fixed penalty fine. Visitors or contractors who do not comply will be asked to leave the premises.

Further guidance is available from: www.givingupsmoking.co.uk

2.3.2.18 Personal Safety

Surveyors and mobile fitters are not expected to put their personal safety at risk whilst going about their business. If they do not feel comfortable for any reason entering a client's premises, or become uncomfortable while they are there, they should not enter or leave immediately and seek advice from one of the management team of Aran Services. Through this policy, employees and subcontractors are informed that the management team will support this action if it is for genuine reasons of their health and safety

2.3.2 Training and Information

All employees will be given a briefing on the requirements of this Health and Safety Management Policy. The briefing will ensure all employees are aware of their individual health and safety responsibilities and the Company's arrangements for managing and consulting over health and safety issues.

2.3.3 Induction and Ongoing Training

The Health and Safety Law Poster is displayed in the office.

All employees will receive health and safety training at induction and at regular intervals through a rolling programme of toolbox talks. Records of training will be maintained.

New employees will be properly supervised whilst they receive on-the-job training appropriate to their level of experience.

Young Persons (defined as under the age of 18 years and over the Minimum School Leaving Age) are particularly vulnerable due to their lack of experience and maturity and will receive a higher degree of information, instruction, training and supervision to reflect this.

Specific training may also be provided on the twice yearly Installer Training Days.

All staff are expected to co-operate with the company's efforts to ensure they receive adequate health and safety training to enable them to carry out their work safely and with due regard for members of the public

2.3.4 Staff Consultation

Employees will be consulted on health and safety matters at key internal meetings, where health and safety will be a standard agenda item. Employees are encouraged through this policy to bring any shortcomings in the Company's arrangements for health and safety to the attention of one of the managers.

2.3.5 Monitoring and Review

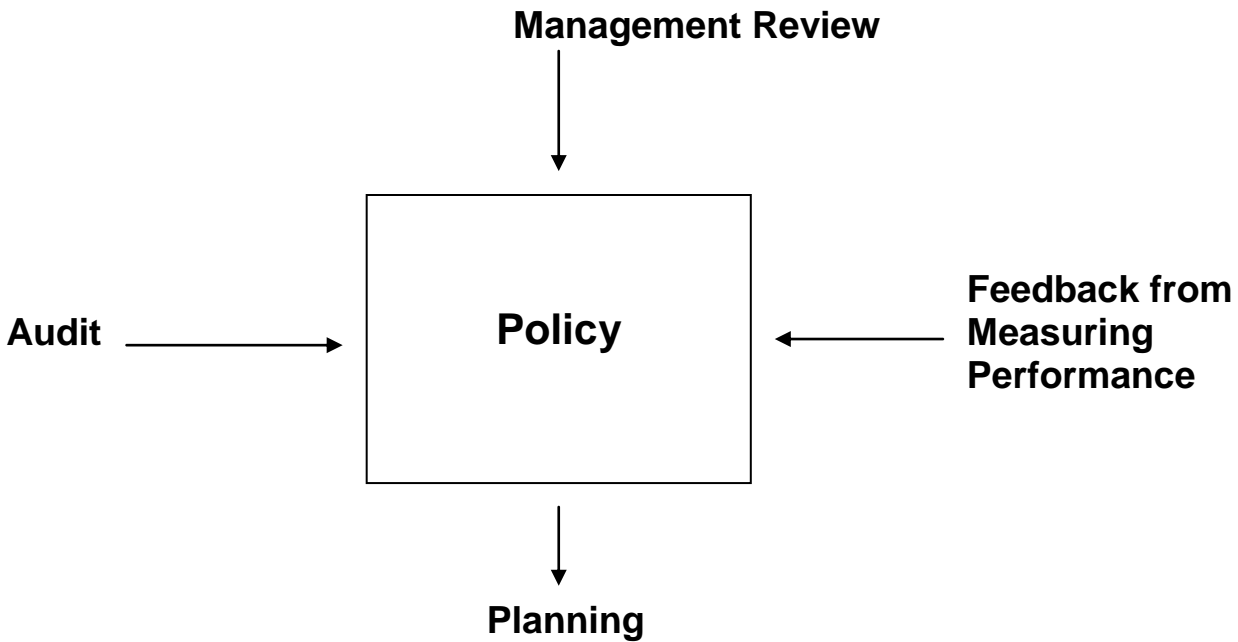
Arrangements for monitoring this Policy and its implementation will include appropriate audits and reviews, inspections and spot checks on specific hazards or activities out on site.

Annually, Aran Services Ltd will review this safety policy and generic risk assessments for accuracy, consistency and content. If required, revised or re-endorsed policy documents and risk assessments will be issued.

Company vehicles will be subject to a health and safety check once a month and records kept. This check will include a ladder inspection and non-disposable PPE check.

The Director responsible for H&S will check all inspection records, including Tool box talks attendance records, on a quarterly basis.

Fig 2 OH&S Policy



4.2 Planning

4.2.1 Hazard Identification, Risk Assessment and Determining Controls

The organisation shall establish, implement and maintain a procedure(s) for the ongoing hazard identification, risk assessment, and determination of necessary controls.

The procedure(s) for hazard identification and risk assessment shall take into account:

- A. Routine and non routine activities;
- B. Activities of all persons having access to the workplace (including contractors and visitors);
- C. Human behaviour, capabilities and other human factors;
- D. Identified hazards originating outside the workplace capable of adversely affecting the health and safety of persons under the control of the organisation within the workplace;
- E. Hazards created in the vicinity of the workplace by work-related activities under the control of the organisation;
- F. Infrastructure, equipment and materials at the workplace, whether provided by the organisation or others;
- G. Changes or proposed changes in the organisation, its activities or materials;
- H. Modifications to the OH&S Management System, including temporary changes, and their impacts on operations, processes and activities:
- I. Any applicable legal obligations relating to risk assessment and implementation of necessary controls.
- J. The design of work areas, processes, installations, machinery/equipment. Operating procedures and work organisation, including their adaptation to human capabilities.

The organisation's methodology or hazard identification and risk assessment shall:

- A. Be defined with respect to its scope, nature and timing to ensure it is proactive rather than reactive.
- B. Provide for the identification, prioritisation and documentation of risks and the application of controls, as appropriate.

4.2.2 Hazard Identification, Risk Assessment and Determining Controls - Continued

For the management of change, the organisation shall identify the OH&S hazards and OH&S risks associated with changes in the organisation, the OH&S Management System, or its activities, prior to the introduction of such changes.

The organisation shall ensure that the results of these assessments are considered when determining controls.

When determining controls, or considering changes to existing controls, consideration shall be given to reducing the risks according to the following hierarchy:

- A. Elimination.
- B. Substitution.
- C. Engineering controls.
- D. Signage /warnings and/or administrative controls.
- E. Personal protective equipment.

The organisation shall document and keep results of identification of hazards, risk assessments and determined controls up to date.

The organisation shall ensure that the OH&S risks and determined controls are taken into account when establishing, implementing and maintaining its OH&S Management System.

The Company has documented procedures relating to hazard identification and risk assessment and for determination of controls. In accordance with these procedures and the Health and Safety policy document, hazard identification and risk assessments are carried out on all activities of the organisation and its people, including any visitors to the premises, with records maintained.

From these assessments where appropriate, documented controls are put in place and actions taken to reduce the risk/hazard identified.

This process shall be repeated prior to any changes being made or proposed to the organisation, its activities or OH&S Management System with records maintained.

When appropriate a comprehensive documented site assessment is carried out which includes a site specific Method Statement and Risk Analysis.

Legal and Other Requirements

The organisation shall establish, implement and maintain a procedure(s) for identifying and accessing the legal and other OH&S requirements that are applicable to it.

The organisation shall ensure that these applicable legal requirements and other requirements to which the organisation subscribes are taken into account in establishing, implementing and maintaining its OH&S Management System.

The organisation shall keep this information up to date.

The organisation shall communicate relevant information on legal and other requirements to persons working under the control of the organisation, and other relevant interested parties.

The company has identified all legal and other OH&S requirements applicable to its operations, and these were applied when establishing and implementing its OH&S Management System.

A list of legislative and statutory requirements shall be drawn up.

On an ongoing basis a periodic review of legal and other applicable requirements shall take place to ensure compliance.

The legal and other requirements shall be also communicated on a regular basis to all persons working under its control and other relevant interested parties through issue of its Health and Safety document, Site Induction Programmes and associated Toolbox Talks.

A documented procedure is in place to manage compliance and audit.

Objectives and Programme(s)

The organisation shall establish, implement and maintain documented OH&S objectives, at each relevant function and level within the Organisation.

The objectives shall be measurable, where practical, and consistent with the OH&S policy, including the commitments to the prevention of injury and ill health, to compliance with applicable legal requirements and to other requirements to which the organisation subscribes, and to continual improvement.

When establishing and reviewing its objectives, the organisation shall take into account its legal and other requirements to which the organisation subscribes, and its OH&S risks. It should also consider its technological options, its financial, operational and business requirements, and the views of relevant interested parties.

The organisation shall establish, implement and maintain a programme(s) for achieving its objectives. Programme(s) shall include as a minimum:

- A. Designation of its responsibility and authority for achieving objectives at relevant functions and levels of the organisation
- B. The means and time-frame by which the objectives are to be achieved.

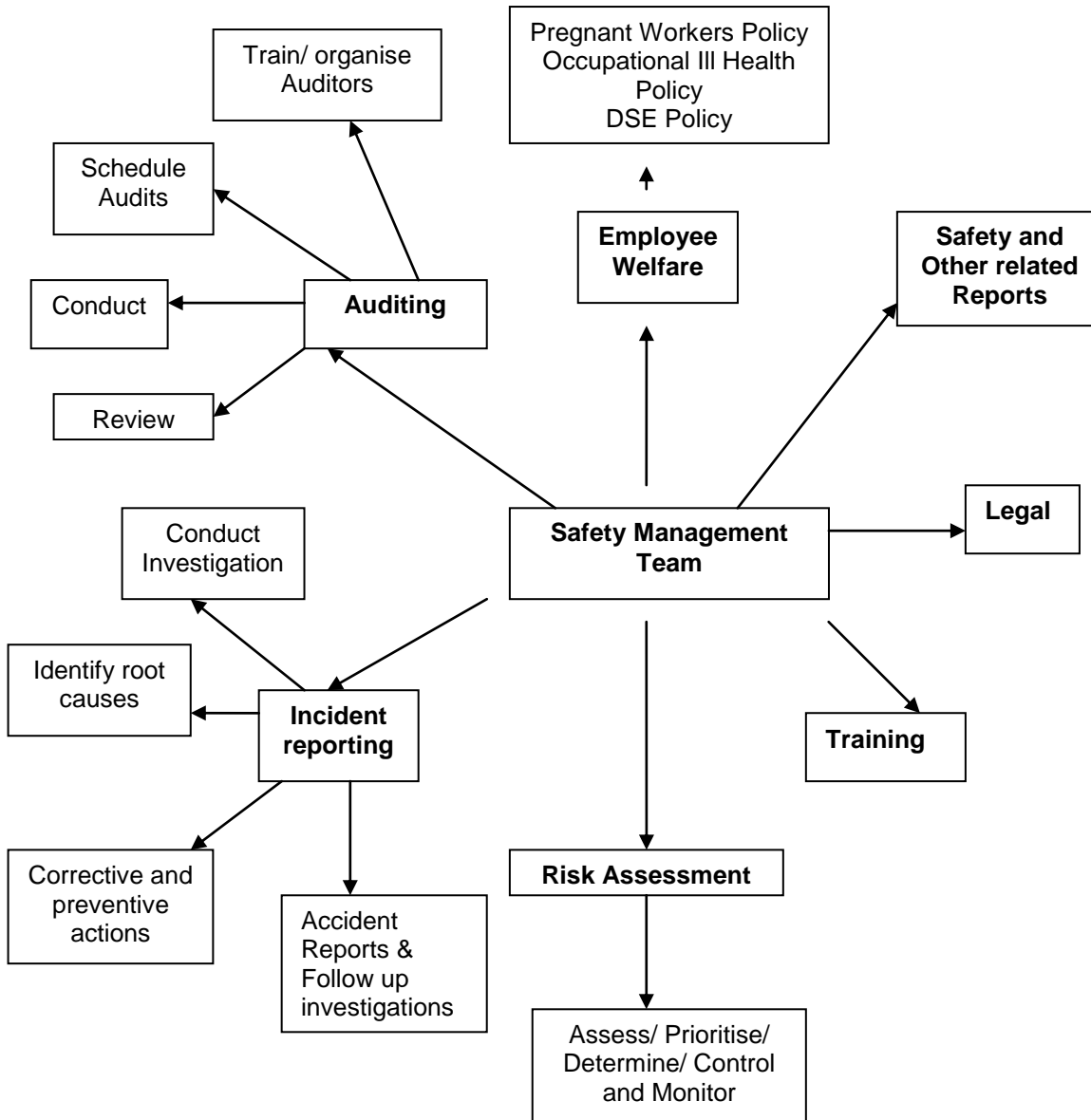
The programme shall be reviewed at regular and planned intervals, and adjusted as necessary, to ensure that the objectives are achieved.

The company shall establish objectives at all levels and functions within the organisation. Objectives shall be specific, measurable, achievable, realistic and time bound.

To achieve the objectives set, supporting programmes shall be drawn up.

The programmes and objectives shall be reviewed on a regular basis at management review meetings to monitor performance and ensure the objectives are achieved.

Flow Chart Process for the Safety Management Team



APPROVED BY: -----

DATE:-----

Fig 3 Safety Management Team

4.4 Implementation and Operation

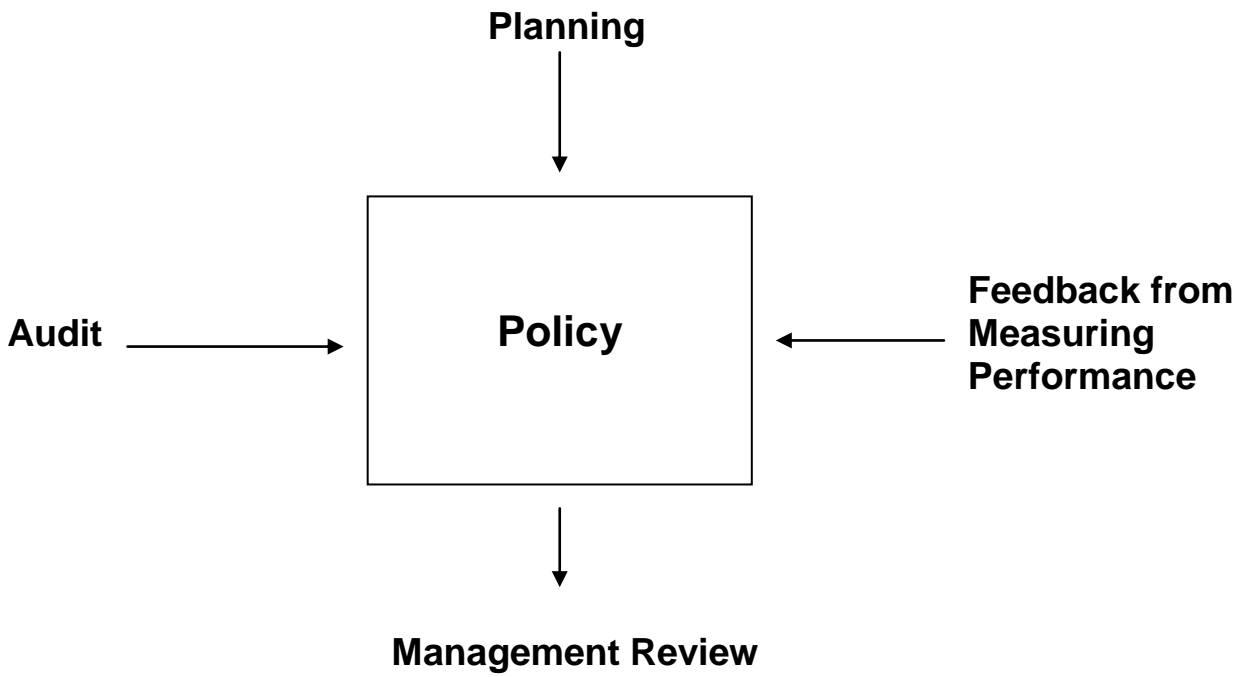


Fig 4 Implementation and Operation

4.4.1 Resources, Roles, Responsibility, Accountability and Authority

Top Management shall take ultimate responsibility for OH&S and the OH&S Management System.

Top Management shall demonstrate its commitment by:

- A. Ensuring the availability of resources essential to establish, implement maintain and improve the OH&S Management System

NOTE 1 Resources include human resources and specialised skills, organisational infrastructure, technology and financial resources.

- B. Defining roles, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective OH&S management; roles, responsibilities, accountabilities and authorities shall be documented and communicated.

The organisation shall appoint a member(s) of Top Management with specific responsibility for OH&S, irrespective of other responsibilities, and with defined roles and authority for:

- A. Ensuring that OH&S Management System is established, implemented and maintained in accordance with this OH&S standard.
- B. Ensuring that reports on the performance of the OH&S Management System are presented to Top Management for review and as a basis for improvement of the OH&S Management System.

NOTE 2 the Operational Health and Safety Manager (e.g. in a large organisation, a board or executive committee member may delegate some or all of their duties to a subordinate management representative while still retaining accountability).

All those with management responsibility shall demonstrate their commitment to the continual improvement of the OH&S performance.

The organisation shall ensure that persons in the workplace take responsibility for aspects of OH&S over which they have control, including adherence to the organisation's applicable OH&S requirements.

4.4.1

An appropriate level of resource has been made available through the formation of a safety management team with specific responsibility for the OH&S Management System.

The team includes a member of Top Management.

The effectiveness of the OH&S Management System is reviewed periodically at documented management review meetings with results communicated to all staff.

Responsibility and accountability for all personnel is contained within the company's Health and Safety Policy Statement and Health and Safety Policy Document.

4.4.2 Competence, Training, and Awareness

The organisation shall ensure that any person(s) under its control performing tasks that can impact on OH&S is (are) competent on the basis of appropriate education, training or experience and shall retain associated records.

The organisation shall identify training needs associated with its OH&S risks and its OH&S Management System. It shall provide training or take other action to meet these needs, evaluate the effectiveness of the training or action taken, and retain associated records.

The organisation shall establish, implement and maintain a process to make persons working under its control aware of:

- A. The OH&S consequences, actual or potential, of their work activities and the OH&S benefits of improved personal performance;
- B. Their role and responsibilities and importance in achieving conformity to the OH&S policy and procedures and to the requirements of the OH&S Management System, including emergency preparedness and response requirements (see 4.4.7).
- C. The potential consequences of departure from specified operating procedures.

Training procedures shall take into account differing levels of:

- A. Responsibility, ability and literacy.
- B. Risk.

4.4.2

All personnel employed by the organisation shall be competent to perform the tasks for which they are employed.

When assessing training needs and delivering training, the impact on OH&S shall also be determined. Competence assessments shall be carried out on a periodic basis.

Specific training with regards to employees' responsibilities under OH&S and procedures in place within the company's OH&S Management System shall be given and their knowledge and understanding and compliance reviewed periodically to ensure competence is maintained.

Site induction toolbox talks shall be undertaken.

A Health and Safety Policy Handbook is issued to all staff.

Records of training and competence shall be recorded on individual's training records. Also an overall matrix of training undertaken shall be maintained.

Issue: 1.0 Rev: 0

4.4.3. Communication, Participation and Consultation

4.4.3.1 Communication

With regard to its OH&S hazards and OH&S Management System, the organisation shall establish, implement and maintain a process for:

- A. Internal communication among the various levels and functions of the organisation;
- B. Communication with contractors and other visitors to the workplace;
- C. Receiving, documenting and responding to relevant communications from external interested parties.

In with regards to OH&S hazards and the OH&S Management System is undertaken through documented staff meetings held at regular intervals. These include toolbox talks and site specific induction programmes.

All visitors to the premises shall be obliged to sign in and the company requirements under its OH&S Management System explained to them by a competent member of staff, in accordance with its visitors' policy.

Site notice boards are maintained.

Communications from external interested parties are dealt with by Top Management or a member of its safety management team.

A documented communication, participation and consultation procedure is contained within the operating procedures of the health and safety policy document.

4.4.3.2 Participation and Consultation

The organisation shall establish, implement and maintain a process for:

A. The participation of workers by their:

- Appropriate involvement in hazard identification, risk assessments and determination of controls;
- Appropriate involvement in incident investigation.
- Involvement in the development and review of OH&S policies and objectives;
- Consultation where there are any changes that affect their OH&S matters;
- Representation on OH&S matters.

Workers shall be informed about their participation arrangements, including who is their representative(s) on OH&S matters.

B. Consultation with contractors where there are changes that affect their OH&S.

The organisation shall ensure that, when appropriate, relevant external interested parties are consulted about pertinent OH&S matters.

4.4.3.2

All staff are made aware of their individual responsibilities under the company's OH&S Management System and are expected to participate through incident reporting, hazard identification, risk assessments, observance of controls/procedures and active participation at communication meetings, and toolbox talks.

Consultation shall take place when any changes are planned which may have an impact on OH&S. and the process is described within the health and safety policy document

4.4.4. Documentation

The OH&S Management System documentation shall include:

- A. The OH&S policy and objectives;
- B. Description of the scope of the OH&S Management System;
- C. Description of the main elements of the OH&S Management System and their interaction, and reference to related documents;
- D. Documents, included records, determined by the organisation deemed to be necessary to ensure the effective planning, operation and control of processes that relate to the management of its OH&S risks.

Note. It is important that documentation is proportional to the level of complexity, hazards and risks concerned and is kept to the minimum required for effectiveness and efficiency

Core elements of the Management System are contained within this manual supported by a documented OH&S Policy Statement and Policy Document.

Relevant records are kept to ensure the effective planning, operation and control of processes and are maintained in accordance with documented record control procedure.

Reference Flow Chart Process Fig 3 Safety Management Team.

4.4.5 Control of Documents

Documents required by the OH&S Management System and by the OH&S standard shall be controlled. Records are a special type of document and shall be controlled in accordance with the requirements given in 4.5.4.

Aran Services Ltd has established, implemented and will maintain a process to:

- A. Approve documents for adequacy prior to use.
- B. Review and update as necessary and re-approve documents.
- C. Ensure that changes and the current revision status of documents are identified.
- D. Ensure that relevant versions of applicable documents are available at points of use.
- E. Ensure that documents remain legible and readily identifiable.
- F. Ensure that documents of external origin determined by the organisation to be necessary for the planning and operation of the OH&S Management System are identified and their distribution controlled.
- G. Prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose.

A documented procedure is in place and is contained within the company's Standard Operating Procedures section of the Quality Manual.

4.4.6. Operational Control

The organisation shall determine those operations and activities that are associated with identified hazard(s) where the implementation of controls is necessary to manage the OH&S risk(s). This shall include the management of change (see 4.3.1).

For those operations and activities, the organisation shall implement and maintain;

- A. Operational controls as applicable to the organisation and its activities; the organisation shall integrate those operational controls into its overall OH&S Management System.
- B. Controls related to purchased goods, equipment and services.
- C. Controls related to contractors and other visitors to the workplace.
- D. Documented procedures, to cover situations where their absence could lead to deviations from the OH&S policy and the objectives.
- E. Stipulated operating criteria where their absence could lead to deviations from the OH&S policy and objectives.

Operations and activities associated with identified hazards are controlled through set policies/procedures and also through procedures for dealing with emergency incidents resulting from those operations or activities.

All purchased goods or equipment used by the organisation shall be adequately maintained and controlled in accordance with documented PPE and Work Equipment policies.

Visitors to the workplace are controlled in accordance with the company's visitors' policy.

The OH&S policy and objectives are communicated to all staff and are initially covered at induction with regular reinforcement training.

All non conformances are reported in line with the non conformance procedure contained within this manual and its associated procedure contained within the Standard Operating Procedures of the company's Quality Manual.

4.4.7 Emergency Preparedness and Response

The organisation shall establish, implement and maintain a procedure(s):

- A. To identify the potential for emergency situations.
- B. To respond to such emergency situations.

The organisation shall respond to actual emergency situations and prevent or mitigate associated adverse OH&S consequences.

In planning its emergency response the organisation shall take account of the needs of relevant interested parties, e.g. emergency services and neighbours.

The organisation shall also periodically test its procedure(s) to respond to emergency situations, where practicable, involving relevant interested parties as appropriate.

The organisation shall periodically review and, where necessary, revise its emergency preparedness and response process, in particular, after periodical testing and after the occurrence of emergency situations (see 4.5.3).

The company shall identify potential emergency situations and put in place procedures to respond accordingly.

These procedures shall be communicated to all staff and are also conveyed to visitors to the premises by a responsible member of staff.

Regular testing takes place and the procedures shall be reviewed periodically.

Records are maintained.

4.5 Checking and Corrective Action

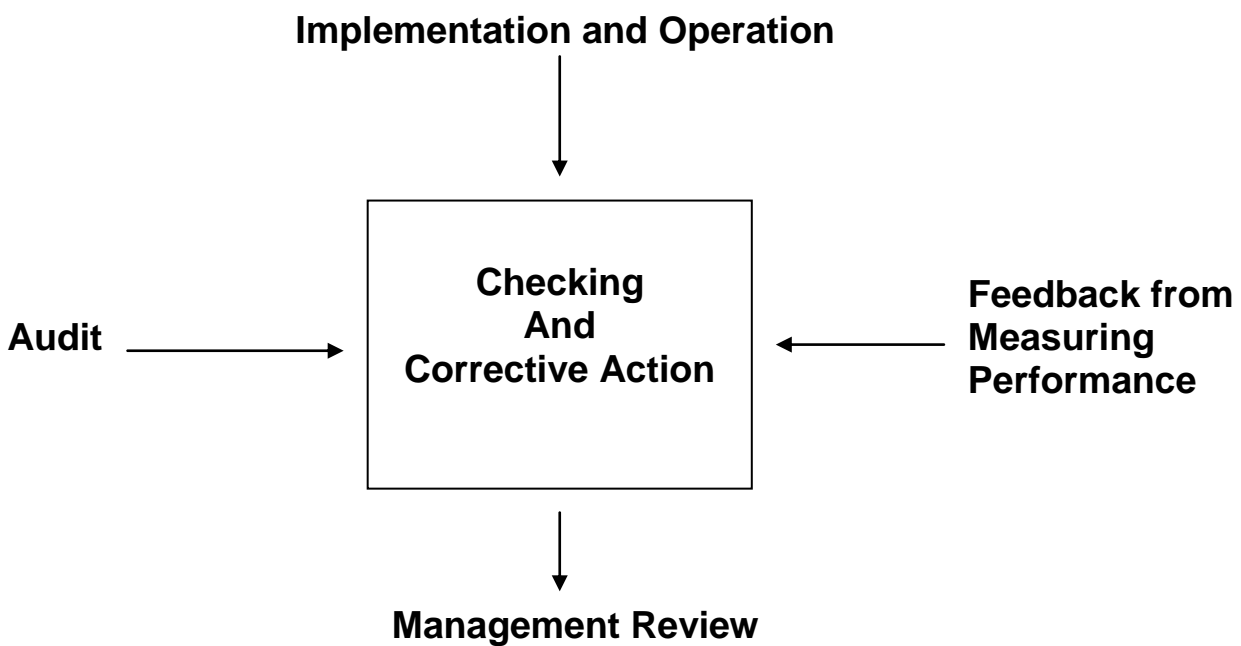


Fig 5 Checking

Issue: 1.0 Rev: 0

4.5.1 Performance Measurement and Monitoring

The organisation shall establish, implement and maintain a procedure(s) to monitor and measure OH&S performance on a regular basis.

This process shall provide for:

- A. Both qualitative and quantitative measures, appropriate to the needs of the Organisation.
- B. Monitoring of the extent to which the Organisation's OH&S objectives are met.
- C. Monitoring the effectiveness of controls (for health as well as for safety).
- D. Proactive measures of performance that monitor conformance with the OH&S programme(s), controls and operational criteria.
- E. Reactive measures of performance that monitor ill health, incidents (including accidents, near misses etc.) and other historical evidence of deficient OH&S performance.
- F. Recording of data and results of monitoring and measurement sufficient to facilitate subsequent corrective action and preventive action analysis.

If monitoring equipment is required for performance measurement and monitoring, the organisation shall establish and maintain a procedure(s) for the calibration and maintenance of such equipment, as appropriate. Records of calibration and maintenance activities and results shall be retained.

OH&S performance and objectives are monitored on a regular basis at management review meetings with minutes taken..

Accidents, incidents or near misses are recorded and investigated immediately with appropriate action taken. The results are analysed at the next management review meeting.

Records are maintained of staff absences due to ill health to assist in the management of staff welfare.

Site Audits are held periodically and shall be scored for performance measurement purposes.

4.5.2 Evaluation of Compliance

4.5.2.1 Consistent with its commitment to compliance [see 4.2c)], the organisation shall establish, implement and maintain a procedure(s) for periodically evaluating compliance with applicable legal requirements (see 4.3.2). The organisation shall keep records of the results of the periodic evaluations.

NOTE The frequency of periodic evaluation may vary for differing legal requirements.

4.5.2.2 The organisation shall evaluate compliance with other requirements to which it subscribes (see 4.3.2). The organisation may wish to combine this evaluation with the evaluation of legal compliance referred to in 4.5.2.1 or to establish a separate process. The organisation shall keep records of the results of the periodic evaluations.

NOTE The frequency of periodic evaluation may vary for differing other requirements to which the company subscribes.

4.5.2.1/2

The company shall review all applicable legal requirements and other requirements to which it subscribes.

Evaluation of legal and other requirements shall be applied to future identification of hazards and risk assessments

Records shall be maintained.

4.5.3 Incident Investigation, Nonconformity, Corrective Action and Preventive Action

4.5.3.1 Incident Investigation

The organisation shall establish, implement and maintain a procedure(s) to record, investigate and analyse incidents in order to:

- A. Determine underlying OH&S deficiencies and other factors that might be causing or contributing to the occurrence of incidents.
- B. Identify the need for corrective action.
- C. Identify opportunities for preventative action.
- D. Identify opportunities for continual improvement.
- E. Communicate the results of such investigations.

The investigations shall be performed in a timely manner.

Any identified need for corrective action or opportunities for preventative action shall be dealt with in accordance with the relevant parts of 4.5.3.2.

The results of incident investigations shall be documented and maintained.

4.5.3.1

Accidents, incidents and near misses are reported and recorded immediately in line with procedure. They are investigated to determine fault and identify corrective action required and future prevention.

These instances are also analysed at management review meeting to identify opportunities for continual improvement.

The results of all investigations are communicated to all staff as part of its communication process.

4.5.3.2 Nonconformity, Corrective Action and Preventative Action

The organisation shall establish, implement and maintain a procedure(s) for dealing with actual and potential nonconformity(ies) and for taking corrective action and preventative action. The procedure(s) shall define requirements for:

- A. Identifying and correcting nonconformity(ies) and taking action(s) to mitigate their OH&S consequences.
- B. Investigating nonconformity(ies), determining their cause(s) and taking actions in order to avoid their recurrence.
- C. Evaluating the need for action(s) to prevent nonconformity(ies) and implementing appropriate actions designed to avoid their occurrence.
- D. Recording and communicating the results of corrective action(s) and preventive action(s) taken.
- E. Reviewing the effectiveness of corrective action(s) and preventive action(s) taken.

Where the corrective action and preventative action identifies new or changed hazards or the need for new or changed controls, the procedure shall require that the required actions shall be taken through a risk assessment prior to implementation.

Any corrective action or preventative action taken to eliminate the causes of actual and potential nonconformity(ies) shall be appropriate to the magnitude of problems and commensurate with the OH&S risk(s).

The organisation shall ensure that any necessary changes arising from corrective action and preventative action are made to the OH&S Management System documentation.

A documented procedure has been established and is within the company's quality management standard operating procedures.

All nonconformities and subsequent corrective actions to prevent a reoccurrence along with potential non conformities are discussed at management review meetings.

Issue: 1.0 Rev: 0

4.5.4 Control of Records

The organisation shall establish and maintain records as necessary to demonstrate conformity to the requirements of its OH&S Management System and of this OHSAS Standard, and the results achieved.

The organisation shall establish, implement and maintain a process for the identification, storage, protection, retrieval, retention and disposal of records. Records shall be and remain legible, identifiable and traceable.

A documented procedure is in place to control the identification, storage, protection, retrieval, retention and disposal of records and is maintained within the standard operating procedures contained within the company's quality manual.

4.5.5 Internal Audit

The organisation shall ensure that internal audits of the OH&S Management System are conducted at planned intervals to:

A. Determine whether the OH&S Management System:

- Conforms to planned arrangements for OH&S Management including the requirements of the OHSAS standard; and
- Has been properly implemented and is maintained; and
- Is effective in meeting the organisation's policy and objectives;

B. Provide information on the results of audits to management.

Audit programme(s) shall be planned, established implemented, and maintained by the organisation, based on the results of risk assessments of the organisation's activities, and the result of previous audits.

Audit process shall be established, implemented and maintained that address:

- A. The responsibilities, competences, and requirements for planning and conducting audits, reporting results and retaining associated records;
- B. The determination of audit criteria, scope, frequency and methods.

Selection of auditors and conduct of audits shall ensure objectivity and the impartiality of the audit process.

Internal audits are undertaken in accordance with a documented procedure and a pre-planned audit schedule and undertaken by a member of the safety management team.

Any non conformity found during internal audits shall be actioned immediately.

Results of audits shall be discussed at management review meetings.

A documented procedure is in place within the standard operating procedures contained within the company's quality manual.

4.6 Management Review

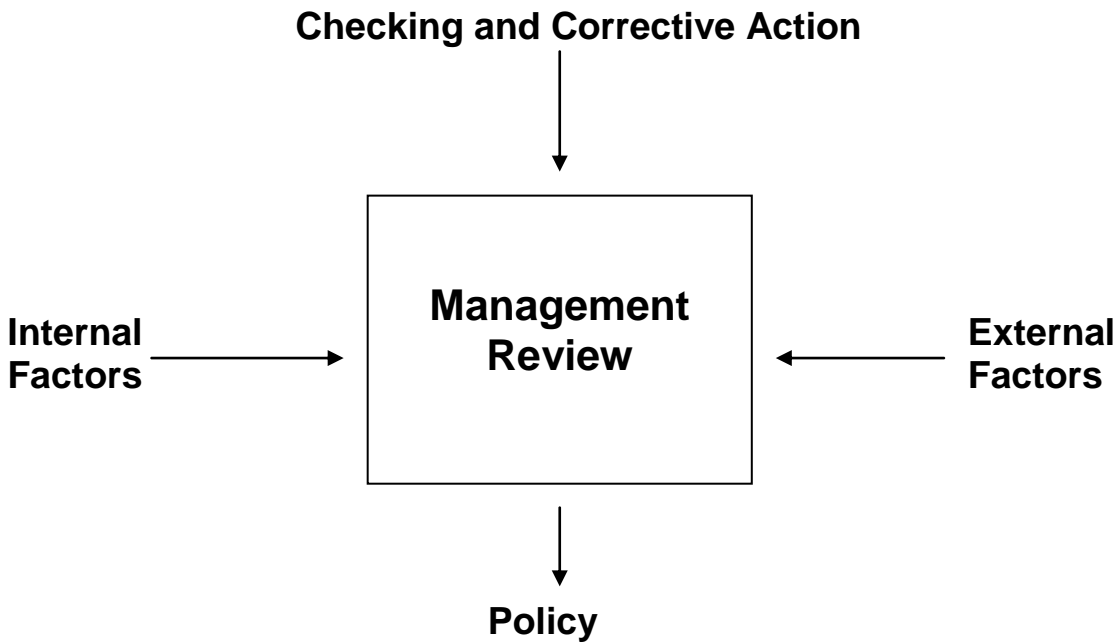


Fig 6 Management Review

4.6 Management Review – Continued

Top Management shall review the Organisation's OH&S Management System, at planned intervals, to ensure its continuing suitability adequacy and effectiveness. Reviews shall include assessing opportunities for improvement and the need for changes to the OH&S Management System, including the OH&S policy and OH&S objectives. Records of the management reviews shall be retained.

Input to management reviews shall include:

- A. Results of internal audits and evaluations of compliance with applicable legal requirements and with other requirements to which Aran Services Ltd subscribes;
- B. The results of participation and consultation and consultation (see 4.4.3);
- C. Relevant communication(s) from external interested parties, including complaints;
- D. The OH&S performance of the Organisation;
- E. The extent to which objectives have been met;
- F. Status of incident investigations, corrective actions and preventative actions;
- G. Follow-up actions from previous management reviews;
- H. Changing circumstances, including developments in legal and other requirements related to OH&S.
- I. Recommendations for improvement.

The outputs from management reviews shall be consistent with the Organisation's commitment to continual improvement and shall include any decisions and actions related to possible changes to:

- A. OH&S performance;
- B. OH&S policy and objectives;
- C. Resources; and
- D. Other elements of the OH&S Management System.

Relevant outputs from the management review shall be made available for communication and consultation (see 4.4.3)

Minuted management review meetings are held quarterly with a preset agenda which discuss all aspects of the OH&S policy in accordance with the documented procedure within the standard operating procedures contained within the company's quality manual.

The OH&S Management System is also reviewed annually to ensure it is fit for purpose. See Fig 6.

Title: COMPLIANCE EVALUATION
Procedure No: OHSAS 400/5/2 4.5.2

Approved By: _____

Issue Number: _____ **Date:** _____ **Page:** 1 of 2

1. PURPOSE:

To establish, implement and maintain a system that addresses the following:

- Periodic evaluation of the organisation's compliance with OH&S related legal and other requirements
- Definition of responsibilities, competencies, and requirements for planning and conducting audits, reporting results and retaining associated records
- Determination of audit criteria, scope, frequency and methods
- Conduction of periodic internal audits of the OH&S Management System to determine whether the OH&S Management System ...
 - conforms to planned arrangements for OH&S management including the requirements of the OHSAS 18001 Standard
 - is effective in meeting the organisation's policy and objectives, and
- Provision of information on the results of internal / external audits to the Top Management.

2. SCOPE:

All OH&S related activities in all the departments of the company.

3. DEFINITIONS:

NIL

4. REFERENCES:

OHSAS 18001:2007 Standard. Clauses 4.5.2: Evaluation of compliance.
Glossary of OH&S Terms.

5. AUTHORITY AND RESPONSIBILITY:

Operational Health and Safety Manager

The Operational Health and Safety Manager is responsible for the implementation of this procedure who will identify and train in-house resources (auditors) and external auditors, schedule and conduct the OH&S audits, and report the audit results to the Top Management.

The OH&S Manager is authorised to ensure that agreed corrective and preventive actions are taken.

Title: COMPLIANCE EVALUATION
Procedure No: OHSAS 400/5/2 4.5.2

Approved By: _____

Issue Number: _____ **Date:** _____ **Page: 2 of 2**

Heads of Departments

They are responsible for providing facilities to carry out scheduled OH&S audit in their area, assigning responsible persons in the department to represent the department during audit, and ensuring that corrective and preventive actions agreed during audit are taken in stipulated time.

Heads of departments are authorised to release auditees from their normal work in order to participate in OH&S audits. They are also authorised to provide resources needed for taking corrective and preventive measures to close non-conformities found in audits.

6. METHOD:

6.1 Evaluation of Compliance

Our organisation has a system in place for periodically evaluating its compliance with the legal or other requirements that are applicable to its OH&S risks. The results of this evaluation are recorded.

Some / all of the inputs listed below may be used to assess compliance:

- The results of internal / external audits
- The results of regulatory inspections
- Analysis of legal and other requirements (ref: www.opsi.gov.uk)
- Reviews of documents and /or records of incidents and risk assessments
- Workplace inspections, interviews
- Project or work reviews
- Analysis of test results from monitoring and testing, and
- Facility tours and / or direct observations.

We have integrated the OH&S compliance evaluations with the OH&S internal audit for ease of administration. Record of the compliance is recorded on the List of Legislation.

