

GLENDALE OCCUPATIONAL HEALTH AND SAFETY POLICY

Jan 2025



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All the documents in the Occupational Health and Safety section of the Quality Management System support this Occupational Health and Safety Policy; the controlled copy of those documents can be found within the Safety Management System: [012 Glendale Safety Management System](#)

Our Occupational Health and Safety Policy (OH&S) refers to the following Contract/Site/Office: Company-Wide.

Throughout this Occupational Health and Safety Policy:

- “The Glendale Managing Director” refers to Alex Paterson.
- “The Director responsible for Occupational Health and Safety” refers to Alex Paterson.
- “The Managing Director North” refers to Post Currently Vacant.
- “The Managing Director South” refers to Terry Doyle.
- “The Director Arb Tech Services” refers to Pete Jackson
- “The term Regional Director” refers to geographical heads of the region.
- “Head of Occupational Health and Safety and Compliance” refers to Ryan Hodson.
- “The term Line Manager” refers to persons responsible for departmental matters.
- “Regional Occupational Health and Safety Advisor” refers to regional safety advisors.
- The term “Workforce Safety Representative” refers to regional employee safety champions.
- The term “Supervisor/Team Leader/Chargehand” refers to leaders of teams.
- “National Occupational Health & Safety Group (NOHSG)” refers to Glendale’s internal senior safety board.

***Note - Full names and contact details can be found in the appendices to the rear of the policy.**

For this OH&S Policy, the following definitions have been used:

Employees

All people employed by Glendale.

Supervisors

Include the supervisor, lead chargehand, foreman, team leader, and others who act in a supervisory capacity.

Regional Occupational Health and Safety Advisor

An individual nominated to support the Directors and Management in implementing the OH&S policy.

Line Manager

Any person within Glendale designated as a Manager, including (but not limited to) Area Manager, Senior Manager, Contract Manager, Office Manager, Purchasing Manager, Finance Manager, Sales Manager, Regional Engineering Manager, Service Manager, Events Manager and Deputy Manager Regional Support Managers, Regional Operations Managers, and Senior Purchasing Manager, General Managers.

Company Board

The statutory Board of Directors, including Managing Directors and Board Directors.

Contract

A contract operating within Glendale Managed Services Limited, Glendale Grounds Management Limited, Glendale Countryside Limited or any subsidiary organisations.

Master Policies

Master policies, including this document, detail the company's senior board intended organisational structure with duties & responsibilities. They also detail arrangements for complying with health and safety legislation.

Procedure

A Glendale Operating Procedure contained within Glendale's Safety Management System.

Guidance

Legal guidance is contained within Glendale's Safety Management System.

Safety Compliance Hierarchical Structure (Organogram)

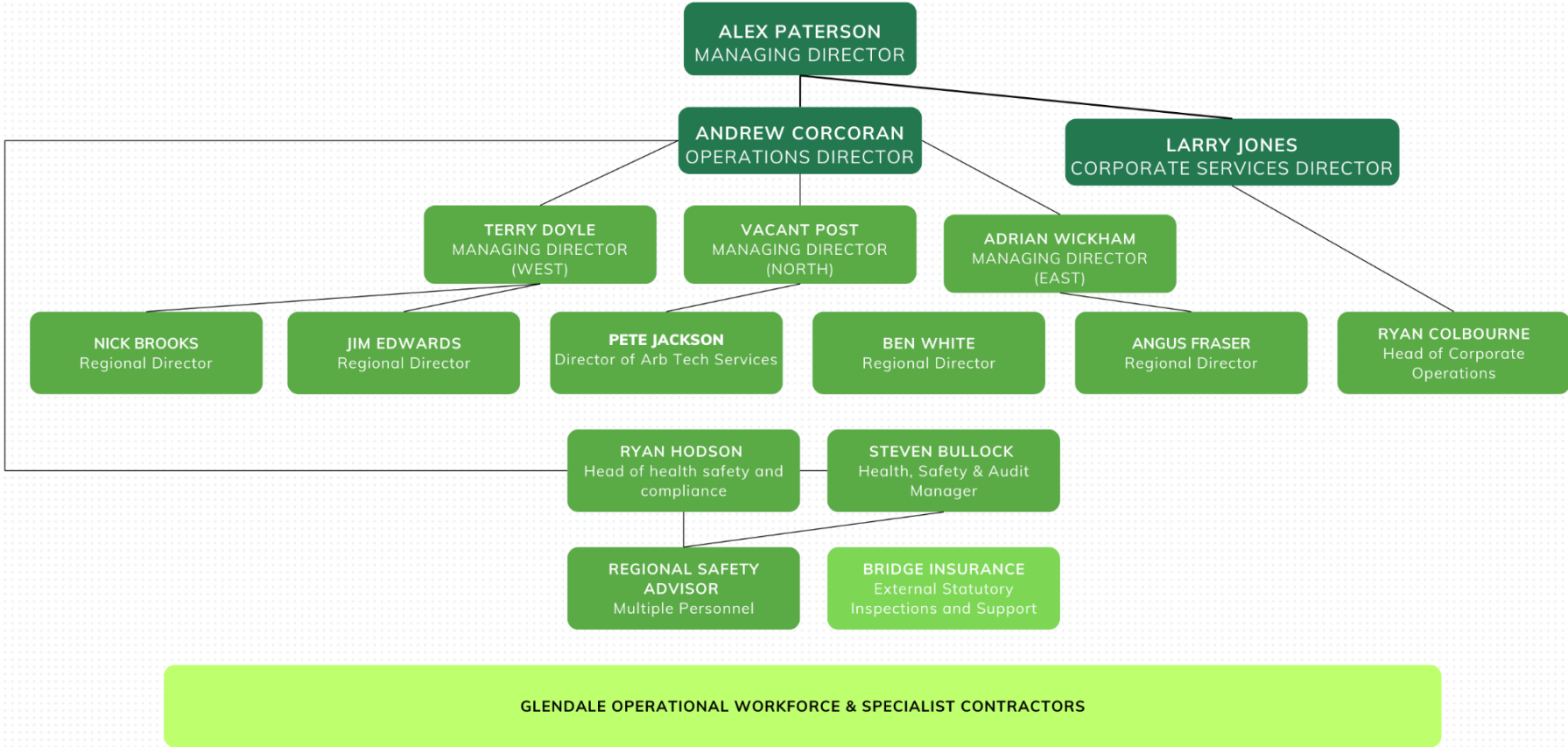


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PART 1 - STATEMENT OF INTENT

Glendale Occupational Health & Safety Policy Statement 2025

Senior management (with the aid of the NHSG) shall define and authorise the organisation’s occupational health & safety policy (OH&S) and ensure that within the defined scope of its OH&S management system, it:

- Is appropriate in nature and scale to the organisation’s OH&S risks;
- Includes a commitment to preventing injury and ill-health with continual improvement in OH&S management and OH&S performance.
- Includes a commitment to comply with applicable legislative requirements.
- Provides a framework for setting and reviewing OH&S objectives and targets.
- Is documented, implemented and maintained.
- Is communicated to all persons within the organisation, as applicable and is available to interested parties and;
- Is reviewed periodically to ensure that it remains relevant and appropriate to the organisation.

Our Target for 2025 is to reduce the Total Accident Frequency Rate (TAFR) by at least 25% compared to 2024 statistics. (This KPI will be measured at a contract level, with at least a 25% reduction from 2024 levels or maintenance of a zero score being the target.)

This will be achieved by undertaking the following actions:

Theme	Action	Measurement
Near Hit/Safety Observation	Contract targets for numbers of Near Hit or Safety Observation.	Contracts to exceed the 2024 company average submission numbers per FTE. League table to manage (see page 2 on QHSE dashboard). Agreement has been reached to set an expectation of 10 NH/SOs per FTE, in 2025. Minimum of 90% per contract averaged over the year.
GrowSafe (Behavioural Safety) - Continuous Improvements	Introduce and engage with Continuous Improvements across the business	Quarterly documented Continuous Improvements across the business for Health, Safety or broader Compliance subjects, tracked nationally (on the QHSE dashboard).
Site Safety Inspection	Site safety inspections will be conducted across company activity.	One Site Safety Inspection is to be logged per team per month.
Safety Action Plan (SAP)	SAP audits are to be carried out in line with the agreed schedule and attaining agreed minimum standards.	SAP audit results must achieve or maintain a minimum score of 90%. Where scores are below 90%, a feedback system is used, which is shared with senior leadership.
Non-Compliance Actions	NCR corrective/preventive action close out.	NCR(s) closed out within agreed deadlines, tracked via the NCR system.
Management Focus Day	All Management to dedicate one working day focused on H,S and Quality / Compliance	Please see pages 9 to 11.
Statutory Compliance	Engage with the statutory compliance system and ensure it's updated as needed.	Engage with the Statutory Compliance System, reviewed monthly and monitored via a national dashboard.



Alex Paterson – Managing Director:

Date: January 2025

Monthly Contract Management (and SLT) Focus Day.

2.1 Objective - Managers will dedicate one day per month (ideally a full day, with documented outcomes on the dates below) to focus on contract-specific Health, Safety, and Compliance improvements. This initiative aims to embed a culture of continuous improvement and ensure a proactive approach to managing risks.

This work will be documented using [Contract Health, Safety & Compliance Meeting Template](#) and will show what has been done to enable the board to review key findings and improvements. This should also be used at the next monthly contract safety meeting to update the whole local team.

2.2 Format and Structure

When Will This Happen? Deadline document dates:

- 21st Feb
- 21st Mar
- 25th April
- 16th May
- 20th Jun
- 18th Jul
- 15th Aug
- 19th Sep
- 17th Oct
- 21st Nov
- 19th Dec

How should this be done?

Step	Description	Desired Outcome	How will this be documented / audited?
1	Review the previous month's accident, higher-risk near-hits, and safety observation trends. Review any changes/outcomes.	Realistic improvements within the local team above and beyond 'will issue a toolbox talk'.	Monthly Contract Safety Meetings Documented - Template to be forwarded and used by all, saved in one main location.
2	Review of generic(s) and site-specific (higher-risk) risk assessments.	Review our higher-risk sites for genuine improvement on the ground in terms of are we operating with the right equipment, or in the right way.	Monthly Contract Safety Meetings Documented - Template to be forwarded and used by all, saved in one main location.
3	Meet with on-ground teams to discuss their observations and feedback. Complete two site safety inspections directly (as in the Managers themselves), a minimum per month.	Site Safety Inspections with meaningful outcomes.	Site Safety Inspections
4	Verify alignment with statutory compliance requirements. Ensure all updates are reflected in the compliance system.	Compliant statutory compliance system usage (to be tracked via the dashboard).	Statutory Compliance System
5	Site Safety Inspections to be carried out by Senior Leader Ship Team members (Contract Directors up)	Site Safety Inspections with meaningful outcomes. Minimum of 10 per year.	Site Safety Inspections

2.3 Key Deliverables

- **Real-World Impact:** Translate findings into immediate, actionable changes on the ground.
- **Leadership Engagement:** Ensure board-level oversight and alignment with company-wide safety goals.
- **Feedback Mechanism:** Establish a feedback loop for continuous improvement and accountability.

In summary, we would like management to spend one day a month, documented via the link above, adhering to the above deadlines.

The expectations are to see actionable real-world impact at the local level, which the wider business can adopt as appropriate.



PART 2 – ORGANISATION, DUTIES & RESPONSIBILITIES.

Everyone shall be responsible for implementing our occupational health and safety policy. This collective responsibility means a much greater likelihood of achieving our annual occupational health and safety targets and ensuring everyone remains safe.

2.01 - Board of Directors Duties;

It is the role and responsibility of the Glendale Board of Directors to:

- Review the OH&S policy annually.
- Provide adequate resources, safety equipment and personnel to implement the full OH&S policy.

The Managing Director (MD);

- Retains corporate responsibility for occupational health and safety, and
- Has appointed a director responsible for occupational health and safety (Director of Health & Safety and Compliance) to oversee the implementation of the OH&S Policy across all of Glendale's activities.

The Director responsible for Occupational Health and Safety shall;

- Report occupational health and safety performance to the Board of Directors.
- Oversee the activities of the National Occupational Health and Safety Group.
- Determine the membership of the National Occupational Health and Safety Group.
- Set objectives and targets for occupational health and safety and monitor the achievements of these with the MD, and;
- Nominate another Director to deputise during periods of absence.
- Line Manager, the Head of Occupational Health and Safety and Compliance.

2.02 Duties of the Regional Managing Directors and all Directors;

It is their role and responsibility to:

- Agree and sign off an annual safety action plan for each contract or site under their control by the end of January.
- Ensure the implementation of the OH&S policy across all company activities
- Monitor adherence to the OH&S policy.
- Ensure the full implementation and monitoring of the Safety action plan.
- Discuss occupational health and safety performance.
- Review the outcomes of all major accident investigations.
- Make the case to the board of directors for the resources to fully implement the OH&S policy.
- To receive and review regular reports on occupational health and safety management from the company's director or responsible person.
- To ensure all occupational health and safety training is carried out and budgeted accordingly within the company to meet the divisional targets.
- Ensure the provision of safe conditions at work throughout their areas of responsibility for employees, customers and visitors alike.
- Ensure all employees and others under their authority have access to and implement the provided occupational health and safety instructions and information.



- Investigate occupational health, safety and welfare complaints relating to all staff and others under their authority and represent staff on health, safety and welfare issues.
- Ensure that the contract safety committees function correctly.
- Inform the delegated director with responsibility for occupational health and safety on any occupational health and safety issue, and;
- To identify and prevent bad practices through the “non-conformance” procedure and assist in implementing safe solutions and suitable, relevant training.

2.03 - Head of Occupational Health and Safety and Compliance;

- Maintain an up-to-date knowledge of relevant occupational health and safety legislation and best practices.
- Provide updates monthly on all new or amended occupational health and safety legislation and communicate to all Glendale staff.
- Provide monthly occupational health and safety reports to the Glendale board and four times yearly for the national occupational health and safety group (NHSG).
- Lead in creating and maintaining a positive occupational health and safety culture.
- Chair the national occupational health and safety group.
- Monitor Glendale’s compliance with the organisation’s OH&S policy and procedures and formally advise managers and directors on areas of non-compliance.
- Manage the division’s 9001 quality management and 45001 systems (where the embedded occupational health & safety systems are).
- Develop and maintain a continuous review and improvement programme of Glendale’s occupational health and safety management systems.
- Develop and maintain records of all occupational health & safety and compliance training in conjunction with HR and operational teams.
- Liaise with HR and operational teams to maintain records of any occupational health-related issues associated with Glendale’s operations.
- Establish, audit, monitor and maintain arrangements and guidance to ensure Glendale complies with the legal requirements under all relevant regulations.
- Ensure that all accidents and near hits are reported and investigated following Glendale’s policies.
- Liaise and develop good working relationships with Glendale’s departments and family companies in occupational health & safety and compliance.
- Liaise with external bodies such as local authorities and specialist groups on occupational health and safety issues.
- Responsible for the programme of internal monitoring and audit of all occupational health and safety and compliance obligations and providing associated compliance reports.
- Ensure procedures are in place associated with all Glendale’s legal and other obligations, including fire safety, building structures, building accessibility, mechanical and electrical building engineering services, welfare etc.

2.04 - The National Occupational Health and Safety Group;

The director of occupational health & safety and compliance shall convene and maintain a national occupational health and safety group; it is the role and responsibility of this group to ensure that;

- The OH&S policy is reviewed when appropriate (at least annually), and any necessary amendments are made and presented to the senior board for approval.
- The senior board is kept up to date with relevant legislation.
- Information on occupational health and safety management is presented to the senior board.

- The company is managing occupational health and safety per the policy.
- Occupational health and safety advice is available to Glendale personnel.
- Directors and managers can obtain guidance on skills, training, and budgetary provisions to ensure continued compliance with the OH&S Policy.
- This group meets a minimum of four times per annum.

2.05 - Duties of Line Managers;

A Senior Manager's role is to:

- Be actively involved in preparing an agreed annual safety action plan for each contract or site under their control by the end of January each year.
- Review and monitor their safety action plan every month.
- Ensure the provision of safe conditions at work for employees and non-employees within their control and ensure that all visitors are appropriately supervised at all times.
- Ensure that all employees within their control understand and implement the terms of the OH&S Policy and that all employees are given, or have reasonable access to, a copy
- Ensure all employees and others within their control have access to and implement the occupational health and safety instructions and information provided.
- Identify and implement appropriate occupational health and safety training in their areas of responsibility.
- Ensure their employees are adequately represented on respective contract safety committees.
- Support their director and stand in for them during periods of absence, and;
- To identify and prevent bad practices through the "non-conformance" procedure and assist in implementing safe solutions and suitable, relevant training.

2.06 - Engineering/Machine Management Team;

The Engineering Team's role is;

- To ensure compliance with occupational health and safety regulations regarding machinery use, training requirements and asset management procedures.
- To liaise with local managers and engineering team(s) to ensure that they undertake an agreed format of an annual audit of each operational site to ensure compliance with occupational health and safety legislation and company procedures and;
- Ensure that each responsible person reports the findings to the local and senior management.
- Be aware of site safety action plans, assist in their implementation where required and monitor adherence to individual site requirements.
- To identify and prevent bad practices through the "non-conformance" procedure and assist in implementing safe solutions and suitable, relevant training.
- At all times, ensure equipment is operated in line with the manufacturer's recommendations by those competent to do so and following the regulations laid down in the "Provision and Use of Work Equipment Regulations 1998".
- To ensure that all portable electrical appliances are tested annually (PAT) and records kept, and;
- Provide guidance, and where necessary, deliver suitable training to ensure equipment is operated safely so as not to pose a danger to the operator or those affected by the work they are undertaking.

2.07 - Duties of all Managers;

A Manager's role is to:



- Prepare an agreed safety action plan annually by the end of January with the assistance of their senior manager.
- Take responsibility for providing safe working conditions for employees and non-employees within their control and ensure that all visitors under their control are adequately supervised at all times.
- Ensure that all employees within their control understand and implement the terms of the OH&S policy and that all employees are given, or have reasonable access to, a copy.
- Be familiar with all relevant occupational health and safety legislation and see that all required registers, records and reports are completed and that forms and documents are available.
- Ensure that any duties delegated are only delegated to competent persons and shall monitor the situation to ensure that those duties are carried out.
- Take into account employees' capabilities regarding occupational health and safety when entrusting them with tasks, and ensure that employees are provided with sufficient occupational health and safety training, including;
 - For new starters, existing employees and transferees.
 - On being exposed to new or increased risks because of their transfer or change in responsibilities.
 - On the introduction of new work equipment or a change in use of existing work equipment.
 - On the introduction of new technology.
 - On introducing a new work system or a change respecting an existing system.
- Monitor and record the work of operatives under their control and remedy any malpractice observed or brought to their attention by any other means.
- Ensure that at least one workforce member is nominated as a workforce safety representative or employee safety representative at each depot or major work site.
- Discuss reports and employee recommendations regarding health, safety, and welfare matters with their occupational health and safety advisor.
- Ensure that an adequate level of delegated authority for occupational health and safety is given to a competent person during periods of absence, and;
- Ensure that all risk assessments and safe systems of work are in place for each operation as appropriate and that they are annually reviewed, and all staff are trained on them (see section 3.1 of this policy).

2.08 - Regional Occupational Health and Safety Advisors (ROHSA);

The Regional Occupational Health and Safety Advisor's role is to:

- Be actively involved in preparing the annual safety action plan for each contract or site in their areas of responsibility by the end of January.
- Work with Directors and Managers to monitor the implementation of the safety action plan.
- Work with Directors and Managers to monitor the implementation of the OH&S policy.
- Receive the minutes of each contract safety committee and respond to any matters arising as required.
- Receive and collate accident data monthly from each contract and produce reports as per the agreed safety action plans for the occupational national health and safety group, and;
- Identify and prevent bad practices through the "non-conformance" procedure and assist in implementing safe solutions and suitable, relevant training.

2.09 - Duties of Supervisors (includes Team Leader, Leading Chargehand and Chargehand);

A Supervisor's role is to:

- Be aware of their safety action plan and help implement and support it at all times.
- Ensure that all employees within their control understand and apply the OH&S policy.
- Enable first aid equipment to be maintained and ensure that first aid is available in all accident cases without delay.
- Ensure that all operatives within their control are properly trained and supervised for their tasks.
- Maintain a safe and tidy working area, and;
- Report near hits, safety observations and any non-conformance.
- Review generic risk assessments and/or complete site-specific risk assessments and; communicate to all team members.
- Ensure a site-specific risk assessment is completed. Involve all team members and ensure each member has signed the declaration and understands the content.
- Ensure non-approved equipment is not being used on-site and all relevant equipment has been LOLER inspected and tested.

2.10 Duties of the Workforce Safety Representative and/or Representative of Employee Safety;

A Safety Representative's role is to:

- To assist with the delivery and implementation of the agreed safety action plan.
- Provide an effective communication channel between the workforce and management
- To act as an initial point of contact for advice on occupational health and safety matters for the people they represent.
- To consult with the people they represent on any new documents in the OH&S policy and other occupational health and safety information.
- If required, assist in investigating accidents, identifying potential hazards, and representing employees' issues.
- Inspect the workplace to check on safety standards, hazards and risks.
- Refer appropriate enquiries to the occupational health and safety advisor and report all findings to the management in writing.
- Represent the workforce on the contract safety committee, and;
- Support their Manager in implementing the OH&S policy.

2.11 Duties of All Employees;

- The ten golden rules of occupational health and safety (as detailed in the Appendices) shall help all employees to meet their duties under the OH&S policy.

In addition to the above, the employee's role is to:

- Be aware of their contract's safety action plan and comply with it at all times.
- Be aware of the OH&S Policy and always comply with it.
- Take care of their occupational health and safety and care equally for others affected by their work activities.
- Act responsibly and not participate in any horseplay or practical jokes that might endanger occupational health and safety.
- Cooperate with management in all matters of occupational health and safety.

Glendale

- Use all personal protective equipment (PPE) and safety equipment when necessary and not interfere with or misuse equipment.
- Report any matters relating to existing practices or procedures that might pose risks to any persons' occupational health and safety.
- Suggest improvements to existing practices which might improve health and safety, and;
- Report any accidents or dangerous occurrences immediately to their line manager.





PART 3 – ARRANGEMENTS.

Everyone shall be responsible for making these arrangements work. All actions required of us shall be identified in the safety action plan. There is a much greater likelihood of achieving our Occupational Health and Safety targets for the year by this collective responsibility.

Glendale is committed to preventing injury and ill health through compliance and adherence to the *Health and Safety at Work etc. Act 1974* and associated legislation.

Throughout our ISO 45001 process, we ensure that climate considerations are integrated into our health and safety management practices, assessing and addressing any potential risks or impacts that changing environmental conditions, such as extreme weather, may pose to the safety and well-being of our workforce and operations.

3.01 Control of Substances Hazardous to Health (COSHH);

In accordance with the *Control of Substances Hazardous to Health (COSHH) Regulations 2002* (as amended); we shall ensure

Managers will select the most appropriate product, formulation or material for a particular task using the approved pesticides list and the approved substances list on 'E5 POP', as necessary. A COSHH assessment must be undertaken, and the appropriate manufacturer's safety data sheet (MSDS) obtained.

All substances that we use or arise during our activity must be assessed. The COSHH material provided in the Occupational Health and Safety section of the Quality Management System includes generic assessments for categories of a wide range of popular products, such as:

- Pesticides.
- Non-pesticide horticultural products.
- Oils, fuels and lubricants.
- Grave-related items, and;
- Miscellaneous items (such as bleach or disinfectant).

In addition to products or formulations that may be applied to treat a particular problem, the COSHH assessments also include substances that arise from our activity that may be hazardous to health. A contract-specific COSHH file containing all information about the hazardous substances at the particular site or contract must be created and maintained.

The Company will appoint one or more approved COSHH assessors from time to time. These appointments may be externally employed. No new substances, i.e., those other than those on the approved list, can be brought onto Glendale sites without the written approval of the COSHH assessor or the Head of Health & Safety and Compliance.

Glendale - [PRO.005 - Control of Substances Hazardous to Health \(COSHH\) Regulations 2002 \(as amended\)](#) - [G.SMS](#). applies.

3.02 - Construction Work & (CDM);

In accordance with the *Construction (Design & Management) Regulations 2015*, and in anticipation of Glendale acting in the capacity of Principal Contractor or Contractor. Glendale will ensure compliance by following;

The Principal Contractor duties;

- Plan, manage, monitor and coordinate the entire construction phase.
- Take account of the health and safety risks to everyone affected by the work (including public members) in planning and managing the measures needed to control them.
- Liaise with the client and principal designer for the project duration to manage all risks effectively.
- Prepare a written construction phase plan (PDF) before the construction phase begins, implement it, and regularly review and revise it to ensure it remains fit for purpose.
- Hold ongoing arrangements for managing health and safety throughout the construction phase.
- Consult and engage with workers about their health, safety and welfare.
- Ensure suitable welfare facilities are provided from the start and maintained throughout the construction phases.
- Check that anyone they appoint has the skills, knowledge, experience and, where relevant, the organisational capability to carry out their work safely and without risk to health or wellbeing.
- Ensure all workers have site-specific inductions and any further information and training required.
- Take steps to prevent unauthorised access to the site.
- Liaise with the principal designer to share any information relevant to the planning, management, monitoring and coordination of the pre-construction phase.

Contractor duties;

- Ensure the client is aware of the client's duties under CDM 2015 before any work starts.
- Plan, manage and monitor all work carried out by themselves and their workers, taking into account the risks to anyone who might be affected by it (including public members) and the measures needed to protect them.
- Check that all workers they employ or appoint have the skills, knowledge, training and experience to carry out the work or are in the process of obtaining them.
- Unless the principal contractor has already provided this, ensure that all workers under their control have a suitable, site-specific induction.
- Provide appropriate supervision, information and instructions to workers under their
- Control.
- Ensure they do not start work on-site unless reasonable steps have been taken to prevent
- unauthorised access.
- Ensure suitable welfare facilities are provided from the start for workers under their
- control, and maintain them throughout the work.

[PRO.024 - Construction & CDM Management Procedure - G.SMS.](#) applies.

3.03 – COVID-19 Secure Guidelines;

Glendale understands that the current (COVID-19) is a fast-paced changing landscape. We have a live, regularly updated procedure and risk assessment(s) covering the subject. All contents within said procedure and assessments must be managed and followed.

- Procedure: [1. Procedure](#)
- Risk Assessment(s), high level: [2. Operational Forms](#)

Supporting information regarding making Glendale's sites, offices and vehicles COVID secure can be found within the risk assessment(s) above.

[PRO.027 - Covid-19 Management Procedure - G.SMS.](#) applies.

3.04 - Dangerous Substances and Explosive Atmospheres;

In accordance with the Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR). Dangerous substances are any substances used or present at work that could, if not adequately controlled, cause harm to people due to a fire or explosion or corrosion of metal.

Glendale shall ensure that its duty towards DSEAR regulations is maintained and will:

- Find out what dangerous substances are in their workplace and the risks.
- Put control measures in place to remove or otherwise control those risks.
- Put controls in place to reduce the effects of any incidents involving dangerous substances.
- Prepare plans and procedures for accidents, incidents and emergencies involving dangerous substances.
- Ensure employees are adequately informed about and trained to control or deal with the risks from the dangerous substances.
- Identify and classify workplace areas where explosive atmospheres may occur and avoid ignition sources (from unprotected equipment, for example) in those areas.

3.05 - Display Screen Equipment (DSE);

Glendale understands the health risks of working with display screen equipment (DSE), such as PCs, laptops, tablets and smartphones. We will ensure risks associated with DSE is managed and mitigated by;

- Ensuring DSE workstation assessments are completed annually.
- Reducing risks, including making sure workers take breaks from DSE work.
- Provide eye tests if requested.
- Provide information, instruction and training.

Glendale - [PRO.014 - Display Screen Equipment Procedure - G.SMS.](#) applies.

3.06 – Driving Company Vehicles;

Glendale understands the *Health and Safety at Work etc. Act 1974* requires employers to take appropriate steps to ensure the health and safety of their employees and others affected by their

activities. This includes driving or riding at work, in a company or hired vehicle, or the employee's vehicle. We will ensure;

Drivers;

- They are competent to do their work safely for themselves and others.
- Appropriately trained and holding licenses for the respective vehicles.
- Sufficiently fit and healthy to drive safely and not put themselves and others at risk.
- Provided with information that will help them carry out basic vehicle checks.
- Provided with appropriate advice on driving posture and vehicle ergonomics.

Vehicles should be;

- Fit for the purpose for which they are used.
- Maintained in a safe condition and fit for the road.
- Fully insured.

Journey planning should;

- Take account of appropriate routes.
- Incorporate realistic work schedules.
- Not put drivers at risk from fatigue.
- Take sufficient account of adverse weather conditions.

Glendale - [PRO.019 - Driving Company Vehicles & Vehicles used for Company Business - G.SMS.](#) applies.

3.07 – Electricity at work;

In accordance with the Electricity at Work Regulations 1989, Glendale understands its duty to manage safe working practices as part of our working procedures with electrical equipment & appliances. We will ensure;

- Safe processes for working with electricity exist and are communicated to all applicable staff.
- A specific electrical risk assessment addresses risks and controls for electrical work.
- Only trained and competent staff work with electricity.
- All electrical equipment and appliances are tested regularly in line with legislation.

Glendale - [PRO.011 - Electricity at Work Procedures - G.SMS.](#) applies.

3.08 - First Aid;

In accordance with the *Health & Safety (First Aid) Regulations 1981*, Glendale will ensure that all provisions relating to first aid in the workplace are applied by:

- Undertaking a first aid needs assessment for our sites and office locations.
- Providing suitably stocked first aid boxes.
- Supply localised appointed first aiders to take charge of first-aid arrangements.
- Provide information, instruction and training for nominated first aid staff.
- Communicate our first-aid arrangements to clients and visitors who use our sites and offices.

Glendale - [PRO.009 - First Aid Management Procedure - G.SMS.](#) applies.

3.09 – Fire Safety;

In accordance with the *Regulatory Reform (Fire Safety) Order 2005*, Glendale will ensure suitable and sufficient arrangements are established to manage the requirements of the legislation, including:

- Carry out a fire safety risk assessment for our sites and offices.
- Keep sources of ignition and flammable substances apart.
- Avoiding accidental fires.
- Ensure good housekeeping at all times, e.g., avoid build-up of rubbish that could burn.
- Ensuring a suitable means of warning employees is applied.
- Ensure the correct fire-fighting equipment is available and maintained.
- Keep fire exits and escape routes clearly marked and unobstructed at all times.
- Ensure your workers receive appropriate training on procedures they must follow, including fire drills
- Review and update your risk assessment regularly.
- Ensure appointed persons are nominated (responsible managers, fire wardens etc.).
- Ensure appropriate information, instruction and training are provided.
- Ensure emergency action plans are created and updated at each site or office location.

Glendale - [PRO.010 - Fire Safety Procedure - G.SMS](#). applies.

3.10- Heavy Goods Vehicles;

In accordance with the *Goods Vehicles (Licensing of Operators) Act 1995* (the Act), the *Goods Vehicles (Licensing of Operators) Regulations 1995*, the *Road Transport Operator Regulations 2011*, And the *Goods Vehicles (Licensing of Operators) (Fees) Regulations*:

Glendale will ensure that its vehicle operating license will be reviewed and updated at regular intervals and hold a sufficient fleet management structure to maintain adherence with:

- Driver speed limits.
- Legal driver obligations.
- Monitoring and updating of driver licensing/driver CPC.
- Maintain adherence to drivers' hours rules and the Working Time Directive.
- Taxation and insurance of vehicles; and;
- Understanding & adherence to authorised weights.

Glendale - [PRO.008 - Heavy Goods Vehicle Procedure - G.SMS](#). applies.

3.11 - Health and Welfare;

In accordance with the *Workplace (Health, Safety and Welfare) Regulations 1992* and the *Construction (Design & Management) Regulations 2015*;

Glendale is committed to protecting our staff's health, safety, and welfare and visitors to our sites and premises. We will ensure suitable and sufficient facilities are available to provide staff, where applicable, with the following resources;

- Sanitary conveniences.
- Washing facilities.
- Drinking water.

- Changing rooms & lockers.
- Facilities for rest.

Glendale - [PRO.031 - Workplace and Employee Welfare](#) applies.

3.12 Information and Consultation;

In accordance with the *Health and Safety (Consultation with Employees) Regulations 1996* (as amended) and the *Safety Representatives and Safety Committees Regulations 1977*.

Every operative shall receive training in the content of the Safety action plan and the OH&S Policy and any supporting instructions. In this respect, it is a condition of the employees' contract that they comply and cooperate with the letter and spirit of the company's OH&S policy and supporting instructions.

Glendale recognises that promoting effective consultation with the employees on occupational health and safety matters plays a large part in developing a safety culture within the business and will consult on;

- Introduction of any measure that may substantially affect their health and safety at work, e.g., introducing new equipment or new systems of work.
- Supply arrangements for getting competent people to help them comply with health and safety laws (a competent person has the necessary knowledge, skills and experience to help an employer meet the requirements of health and safety law).
- Information you must give your employees on the risks and dangers arising from their work, measures to reduce or eliminate these risks and what employees should do if exposed to risk.
- The planning and organisation of health and safety training; and;
- The health and safety consequences of introducing new technology.

The Contract Safety Committee fulfils the requirements of the *Health and Safety (Consultation with Employees) Regulations 1996* and *The Safety Representatives and Safety Committees Regulations 1977*. Each Contract shall hold four Safety Committee meetings per year at times following the published timetable; copies of the minutes are to be sent to the regional occupational health and safety advisor.

Each site will have a Safety Committee comprising of workforce representatives and chaired by the Manager. The membership of the Safety Committee shall include Supervisor(s), Team Leader(s), Chargehand(s), and Workforce Safety Representative(s)/Representative(s) of Employee Safety, the exact composition may be varied to suit the size of a particular contract as advised by the Occupational Health and Safety Advisor. The staff they are to represent shall select the individuals or, in the case of trade union representation, the Manager is notified of the trade union representative.

3.13 Incident, Accident Reporting and Investigation;

In accordance with the *Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013*, we shall ensure;

Clear guidance, information and instructions can be found within Glendale accident reporting procedures, which shall be the adopted arrangement for dealing with any workplace incident or accident that occurs as a result of our undertakings, including any or all of the following:

- Fatality (RIDDOR).

- Specified injury (RIDDOR).
- Over seven-day incapacitation (RIDDOR).
- Dangerous Occurrences (RIDDOR).
- Occupational Diseases (RIDDOR).
- Gas Incidents (RIDDOR)
- Over three-day incapacitation (Glensafe).
- Lost time injury (Glensafe or Accident Book).
- Minor injuries (Glensafe or Accident Book).
- Incidents resulting in damage to equipment or property, and;
- Near hits.
- Safety Observations.

In addition, the following terminology applies;

- The HSE has defined an **accident** as an unplanned or uncontrolled event that results in people's injury or ill-health, damage or loss to property, plant, materials or the environment, or a loss of a business opportunity.
- A **near hit** is defined as an unplanned or uncontrolled event that could have resulted in people's injury or ill-health, damage or loss to property, plant, materials or the environment, or a loss of a business opportunity.
- A **safety observation** is defined as a count of the number of positive (safe) and negative (unsafe) actions or conditions in a work area for a given time.
- All accidents and incidents, including near hits and safety observations, must be reported immediately through Glensafe.

Glendale - [PRO.001 - Accident & Incidents Management Procedure - G.SMS](#). applies.

3.14 Manual Handling;

In accordance with the *Manual Handling (Operations) Regulations 1992*, we shall;

Every employee shall receive annual training in manual handling techniques. The company-approved Manual Handling training package shall be the adopted arrangement contained within the People XD induction where necessary. Glendale will manage manual handling operations by;

- Avoiding hazardous manual handling, so far as is reasonably practicable.
- Assessing the risk of injury from any hazardous manual handling operations that cannot be avoided.
- Reducing the risk of injury from hazardous manual handling to as low as reasonably practicable.

3.15 Management of Visitors and Customers;

According to the Health and Safety at Work etc. Act 1974, section 3, Glendale fully understands its responsibility to non-employees (visitors) and others affected by our acts or omissions. We equally fully understand the requirements to control visitors on sites in accordance with the Construction (Design & Management) Regulations and those individuals who may trespass either unintentionally or by misadventure in accordance with the Occupiers Liability Act 1957 & 1984.

As such, Glendale will ensure visitors are controlled by;

- Ensuring all visitors are legitimate on arrival.

- Ensuring all visitors, where applicable, understand the risks present in each site or office facility.
- Provide site or office location inductions where applicable.
- Complying with the site or organisational rules.
- Understand the emergency action plan fully.
- Have the necessary PPE to visit the site safely.
- Being escorted either at the site or office location by a responsible person.
- Ensure all sites and office locations are secure with relevant signage.

3.16 – Monitoring and Auditing;

Glendale understands that managing risks in any organisation is vital regarding health and safety management. Monitoring and auditing are critical to ensuring we complete work safely and effectively. We will provide sufficient time and resources to undertake;

Active monitoring;

- Routine inspections of premises, plant and equipment by staff.
- Health surveillance where applicable to prevent harm to health.
- Planned function check regimes for critical pieces of plant, LOLER, for example.

Reactive monitoring;

- Investigating accidents and incidents.
- Investigating near-hit and safety observations.
- Monitoring cases of ill health and sickness absence records.
- Undertaking trend analysis and root cause analysis to learn lessons and prevent reoccurrence.

Glendale - [PRO.018 - Monitoring Inspection Audit & Non-conformance - G.SMS](#). applies.

3.17 – Noise at Work;

In accordance with the *Control of Noise at Work Regulations 2005*, Glendale will prevent or reduce risks to health and safety from exposure to noise at work. As an employer, we shall ensure;

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

Glendale - [PRO.025 - Controlling Noise at Work Procedure - G.SMS](#). applies.

3.18 - Non-conformance;

To support the Glendale 9001 Internal Management Process, non-conformances are managed in accordance with;

The non-conformance procedures to address the grey areas that may arise in health and safety management, including those issues raised at machinery spot checks and during formal audits.

The procedure uses a three-level system similar to that used by HM Inspectors of Health and Safety and aims to identify problems and delegate responsibility for their rectification.

Glendale - [PRO.018 - Monitoring Inspection Audit & Non-conformance - G.SMS](#). applies.

3.19 Occupational Health Monitoring and Review;

In accordance with the *Management of Health & Safety at Work Regulations 1999* (as amended):

- ELAS is Glendale's preferred supplier for any occupational health referrals. The following sequence must be followed;
 - Concern raised by the employee.
 - The Contract Manager completes a health questionnaire.
 - A health questionnaire is then sent to HR Glendale Lead Jane Thomas.
 - ELAS referral is made.
 - ELAS completes screening and a report is produced, then (with permission) shared with HR).
 - The Contract Manager is then notified, and action is taken, i.e., monitoring or work adjustment.
 - Continual monitoring (monthly) is then applied as applicable.
 - The capability procedure is then followed.
 - The Head of OHS and Compliance will be informed at all times and act as HR/Operational lead.

3.20 Personal Protective Equipment;

In accordance with the *Personal Protective Equipment Regulations 1992*, we shall ensure PPE;

- is provided for the task as defined in the risk assessment,
- properly assessed before use to make sure it is fit for purpose,
- maintained and stored correctly,
- provided with instructions on how to use it safely,
- ensure it is used correctly by employees.

Glendale - [PRO.017 - Personal Protective Equipment Procedure - G.SMS](#). applies.

3.21 - Plant, Machinery and Equipment;

In accordance with the *Provision and Use of Work Equipment Regulations 1998*, we will take every measure to ensure that all new equipment purchased:

- complies with the latest occupational health and safety regulations,
- is fit for purpose, and;
- poses no unnecessary risk to those operating it.

Specific arrangements for the safe use of the equipment are contained within Glendale procedures. Over and above this, all Managers must:

- Take all measures to ensure that equipment is operated in situations applicable to its construction by considering working conditions, operational hazards and climatic variations.

- Take all measures to ensure that those operating machinery have been provided with adequate instruction, training and information applicable to the equipment and/or task they are undertaking.
- Ensure that equipment is properly maintained, serviced, and repaired according to the manufacturer's recommendations and that this information is recorded.
- Take all measures to ensure that machine guards are securely fitted and in good order to afford maximum protection to those operating and those affected by the machine's operation.
- Take all measures to ensure that safety systems and stop controls are fully operational to afford maximum protection to those operating and those affected by the machine's operation.
- Ensure that equipment that poses a significant risk has been inspected as per the requirements of the regulations. This will include (but is not restricted to):
 - Portable electrical appliances.
 - Pressure vessels and;
 - Lifting equipment.
- Ensure that all employees fully implement the contents of the Company vehicle driver's handbook

Hired Equipment;

In accordance with the *Supply of Machinery (Safety) Regulations 2008*;

All hired equipment, plant and vehicles shall be sourced from nominated, assessed companies in accordance with company purchasing procedures, see the Systems Manual section of the Quality Management System and must be supplied complete with a copy of the Operators' Manual.

It is the responsibility of every Manager or their nominated competent person to ensure the integral safety of all work equipment, borrowed or hired. The Manager must also ensure that any hired equipment is operated and maintained.

Acquired Plant and Equipment;

- The acquisition of plant and equipment from past users occurs periodically due to a contractual agreement, under which Glendale takes over an existing workforce under the TUPE regulations, complete with their accompanying work equipment.
- It is the policy of Glendale to carry out inspections on any offered plant and equipment before purchase or acceptance. The nominated competent person shall carry out the inspection.

Glendale - [PRO.006 - Plant & Equipment PUWER Procedure - G.SMS](#). applies.

3.22 - Risk Assessment and Safe Systems of Work;

In accordance with the *Management of Health & Safety at Work Regulations 1999 (as amended)*:

- Glendale endeavours to ensure a safe working environment for our employees and other people who may be working for us, including visitors and the general public. One process that we use to help meet that aim is to perform a risk assessment, a formal and structured process that seeks to:
 - Assess the hazards and risks that may arise from work, and;
 - Identify and implement control measures to reduce those hazards and risks to as low a level as reasonably possible.
- A safe system of work will follow from the risk assessment process. The safe system of work must be recorded in a written statement with supporting illustrations or diagrams.

- Regardless of format, it is critically important that any safe system of work is shared amongst the team that will undertake the work. Each team member must understand their role in delivering that Safe System.
- The risk assessment and method statement shall be the adopted arrangement.

Glendale - [PRO.002 - Risk Assessment Procedure - G.SMS](#). applies.

3.23 - Safety Notices and Signs;

In accordance with the *Health and Safety (Safety Signs and Signals) Regulations 1996*, Glendale will ensure that all requirements within the regulations are met. Glendale will provide safety signs if there is a significant risk that can't be avoided or controlled in any other way, to support safe systems of work and engineering controls, in addition;

We will, where necessary:

- Use correct signage in workplaces to regulate presented risks.
- Maintain safety signs provided
- Explain signage with training to staff who require it.
- Ensure signage is adopted within any site traffic management or depot plan.

Glendale - [PRO.020 - Contract Safety Signage - G.SMS](#). applies.

3.24 Subcontractor Management;

In accordance with the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Construction (Design and Management) Regulations 2015. Glendale understands the importance of its contractor workforce and will work with them to manage relevant health and safety responsibilities. Glendale will ensure contractors are:

- Competent organisations or individuals following requirements of a thorough pre-qualification vetting process.
- Following a specific contractor risk assessment and method statement, which Glendale Management has reviewed.
- Selected on the suitability of their skills and experience.
- Trained and competent to undertake the task.
- Communicated with and consulted regularly.
- Managed and supervised.

Glendale - [PRO.012 - Contractor Management Procedure - G.SMS](#). applies.

3.25 – Training;

In accordance with the *Health and Safety at Work etc. Act 1974, section 2* Employers responsibilities Glendale shall;

Training is an essential tool in ensuring that staff are both competent to complete any task and aware of the significant risks associated with the work to be done. Company standard induction training shall be given to all employees at employment and before accessing sites and depots such as:

- People XD online H&S Induction. Additional modules are completed in the set timescale as dictated by position and responsibilities.
- The requirements of the safety action plan.

- OH&S policy awareness, including compliance with Glendale procedures and other supporting documents, whether existing or new.
- Machinery, site and task-specific training, and;
- Emergency procedures associated with their place of work.
- A contract-wide training “needs analysis” must be undertaken by the manager and a suitable training plan agreed, as part of the safety action plan, and implemented with the assistance of their senior manager.
- As part of the planning of training, all necessary resources and time must be given to deliver effective training to the staff who require it.

Glendale - [PRO.029 - Training and Competency](#) applies.

3.26 - Vibration at Work;

In accordance with the *Control of Vibration at Work Regulations 2005*, Glendale will ensure that risks from vibration are controlled by;

- Providing information, instruction and training to employees on the risk and the actions being taken to control the risk; and;
- Provide suitable health surveillance.
- Monitor daily usage and act on concerns (formally or otherwise).
- Ensure no or low-vibration equipment is used.

Glendale - [PRO.004 - Vibration at Work Procedure - G.SMS](#) applies.

3.27 - Working at Heights;

In accordance with the *Work at Height Regulations 2005*, Glendale understands its duties to manage work at height and will;

- Where possible, avoid work at height if practicable.
- Ensure all work at height is risk assessed.
- Ensure all work at height is planned correctly.
- Ensure work at height is adequately supervised.
- Ensure work at height is carried out safely.
- Ensure all staff working at height are trained and competent.
- Cooperate and communicate with clients and contractors when planning work at height.
- Select the most suitable equipment for the task.

Glendale - [PRO.003 - Work at Height Procedure - G.SMS](#) applies.

Appendices

Names & Contact details for the senior team members;

Alex Paterson - Executive Managing Director - [Alex Paterson](#)

Andrew Corcoran - Operations Director - Andrew Corcoran

Larry Jones - Corporate Services Director - Larry Jones

Post Currently Vacant - Managing Director (North) - In the interim Andrew Corcoran

Terry Doyle - Managing Director (South) - Terry Doyle

Pete Jackson - Director of Arb Tech Services - Pete Jackson

Angus Fraser - Regional Director (Thames North) - Angus Fraser

Nick Brooks - Regional Director (Thames South) - Nick Brooks

Ryan Colbourne - Head of Operations - Ryan Colbourne

Ben White - Regional Director (North) - Ben White

Names & Contact details for the health & safety team members;

Ryan Hodson - Head of Health & Safety - Ryan Hodson

Steven Bullock - Health, Safety and Audit Manager - Steven Bullock

Dave Currey - Regional Safety Advisor (North) - Dave Curry

Alan Stevens - Regional Safety Advisor (North) - Alan Stevens

Kerry Lawrence - Regional Safety Advisor (South) - Kerry Lawrence

Julian Montague - Regional Safety Advisor (South) - Julian Montague

Craig Langford - Regional Safety Advisor (Midlands) - Craig Langford

Glendale Safety Rules

THE 10 GOLDEN RULES OF OCCUPATIONAL HEALTH AND SAFETY

1. Understand your occupational health and safety responsibilities.
2. Ask your Supervisor's or Manager's advice if you are unsure.
3. Never undertake unauthorised tasks or operations.
4. Ensure the safety of your workmates and members of the public.
5. Wear and use correctly all the PPE and safety equipment that has been provided.
6. It's up to you to report defects, faults, hazards, near hits and accidents.
7. Ensure that your work equipment is safe before use.
8. Know who your workforce representative is and their role.
9. Never take part in horseplay or practical jokes at work.
10. Suggest improvements for occupational health and safety at work.



Glendale Employee Declaration:

Declaration by Glendale Employee

I fully understand the information outlined within the above policy and the risk control measures I must implement. I have received sufficient information, instruction, and training to understand the policy content and act on it to keep myself and others safe.

Name	Signature	Line Manager	Date

Document End.

