
TotalEnergies
WORK WELL
FOR ME, FOR YOU, FOR ALL
SAFETY
TotalEnergies
A Practical Guide to **Health and Safety** at work

WORK WELL

SAFETY AND SUSTAINABILITY WITH **TotalEnergies**

TotalEnergies Marketing UK Ltd is committed to minimising the risks to people, the environment and assets both for ourselves and for the benefit of our customers and partners. As part of that commitment, this document has been written to help support TotalEnergies Marketing UK's partners by providing some basic guidance in relation to key Health, Safety and Environment issues.

Failure to properly manage health and safety can be expensive for businesses in terms of:

- Prosecutions for failure to meet statutory duties.
- Prohibition and improvement notices being issued by the Health and Safety Executive (HSE).
- Being sued, such as for negligence, by those who have suffered a loss (such as an employee being injured).
- Increased insurance premiums.
- Costs of damaged equipment, materials and lost production.
- Costs to individuals and their families who have been hurt.

Businesses can often focus on physical injuries, but increasingly health and mental health issues are also a big issue, with 1 in 4 people experiencing a mental health problem of some kind each year in England (www.mind.org.uk/information-support).

Working safely should not be difficult, and significant improvements can be made by putting in place some simple, common-sense ways of working. These usually do not require special consultants, and in fact the Health and Safety Executive provides a lot of simple to use guidance on their website www.hse.gov.uk.

However, employers should appoint a competent person to help them comply with their health and safety legal requirements (this can be an employee or an external organisation). There may also be a need to obtain specialist advice (such as from consultants) for issues when the organisation does not have sufficient expertise in a given area (e.g. asbestos).

This document only aims to provide an introduction to some key topics, and businesses should ensure that they understand and comply with all of their legal duties. Some links have been included within this guidance to help organisations achieve this.

Culture and Leadership

The HSE state that good health and safety performance comes from the business owners, directors and managers. These are the people who help define the organisation's culture and who set the standards for how important health and safety is within the workplace. In practice, a positive safety culture and strong leadership requires:

Strong and active leadership from the top:

- A visible commitment to safety from the business's owners, directors and managers. In particular what they do, rather than what they say.
- Effective communication systems to make sure that messages from management get to the workforce.
- The integration of safety management within business decisions.

Good worker involvement:

- Engaging the workforce in the promotion and achievement of safety goals.
- Effective consultation with the workforce so that concerns can be raised to management.
- Effective health and safety training.

Managing and reviewing safety:

- Identifying and managing health and safety risks.
- Getting and following competent advice.
- Monitoring, reporting and reviewing performance so that action can be taken to improve issues.

Managing Health and Safety:

Having a safety management system can be a useful way to provide for overall management of Health and Safety issues. This should follow:

PLAN

Plan how to manage health and safety. Involving the workforce at this stage can ensure the plan works.

DO

Put the plan into practice and provide the resources to carry it out. Use competent Advisers to help you.

CHECK

Monitor how it is going. What is working and what needs to be improved.

ACT

Make changes where needed.

Further guidance is available from Leading Health and Safety at Work **http://www.hse.gov.uk/pubns/indg417.pdf**

Hazards and Risks

In order to keep people safe, the hazards associated with activities and situations should be identified, the risks assessed and measures put in place to ensure that the risks are as low as is reasonably practicable (ALARP).

In practice this can just mean asking some basic questions, such as:

- What are we doing?
- What can go wrong?
- Who or what would be harmed?
- How likely is it to go wrong?
- How serious would it be?
- What can we do about it?

The Management of Health and Safety at Work Regulations require employers to have "suitable and sufficient" assessments. The risk assessment should therefore include the following five steps:

1. Identify the hazards.
2. Identify who or what might be affected and how.
3. Evaluate the risk (taking into account how likely it is to go wrong and how severe the consequences will be), and decide if the existing controls are adequate or whether additional controls are required.
4. Record and share the findings.
5. Review and update the risk assessment e.g. when there have been any changes to regulations or how the task is carried out, and at least every 2-3 years.

Special consideration needs to be given to managing risks to vulnerable persons, such as young people and pregnant women.

The individuals carrying out the risk assessments need to be competent and therefore need to have an understanding of both the risk assessment process and the activity being assessed.

For organisations with more than 5 people the risk assessments should be formally recorded.

Further guidance is available from the HSE on risk assessments: **http://www.hse.gov.uk/pubns/indg163.pdf** and an example workshop risk assessment can be found at: **http://www.hse.gov.uk/risk/casestudies/pdf/mvr.pdf**

Fire Safety

Managing fire safety is important to protect people, property and the business.

In order to burn a fire needs three things:

1. A source of ignition - such as a naked flame, electrical equipment, cigarette etc.
2. A source of fuel - such as oil, paper, plastic, waste rubbish etc.
3. A source of oxygen – such as the air around us.

Employers should carry out a fire safety risk assessment. This risk assessment should follow 5 key steps:

1. Fire hazards – how could a fire start and what could burn?
2. People at risk - Who would be at risk and are there any individuals at particular risk?
3. Evaluate and act – evaluate the risks, remove and reduce risk, protect premise and people.
4. Record, plan and train.
5. Review – the risks and plans.

Examples of ways to reduce your risk include:

- Keeping sources of ignition and flammable substances apart.
- Avoiding accidental fires, e.g. make sure heaters cannot be knocked over.
- Ensuring good housekeeping, e.g. avoid build-up of rubbish that could burn.
- Considering how to detect fires and how to warn people quickly if they start, e.g. installing smoke alarms and fire alarms.
- Having the correct fire-fighting equipment for putting a fire out quickly e.g. fire extinguishers.
- Identifying suitable fire exits and escape routes, and ensuring that they are clearly marked and kept unobstructed at all times.
- Ensuring personnel have appropriate training on the procedures they need to follow.
- Ensuring that facilities and equipment is inspected and maintained so that it remains fit for purpose (e.g. annually inspecting extinguishers)
- Checking how effective the fire safety arrangements are, e.g. by carrying out fire drills.
- Reviewing and updating the fire risk

Further guidance is available on fire safety: **https://www.gov.uk/workplace-fire-safety-your-responsibilities**

Oil Storage

All storage of oil (engine oil etc.) in a container (fixed tank, IBC, barrel etc.) with a capacity of over 200 litres should comply with the Control of Pollution (Oil Storage) (England) Regulations.

This does not apply to underground tanks or containers within buildings, but they should still be considered as good practice.

The container should be strong enough not to burst or leak. Tanks should be made to BS5410 or equivalent. Barrels and IBCs should be marked with a 'UN' number. The container and associated equipment (pipes, pumps etc.) should be positioned and/or protected to minimise the risk of impact damage.

Tanks should have a bund which can contain a quarter of the combined capacity of all the tanks, and 110% of the largest tank. Barrels can use drip trays, with a capacity of at least one quarter of the barrels(s) it holds.

All bunds should be impermeable, not have drainage openings, and have seals around any pipe that passes through the bund wall or floor. The bund should contain all the associated equipment (such as valves), and if the fill point is outside the bund there should be a drip tray positioned underneath.

Pipework should be suitably supported. If the tank has a flexible dispensing pipe, it should be in a secure cabinet with a drip tray, or kept within the bund with a tank side valve which is locked when the pipe is not in use. The pipe should have a dispensing nozzle with a valve that automatically closes when the pipe is not in use.

Any pumps should have a valve that prevents the tank emptying if there is damage to the pump or pipe. It should also be secured to prevent theft.

If the vent pipe and the tank cannot be seen from where the tank is filled it should have automatic overfill prevention (alarm or cut-off). All vent pipes etc. should be within the bund and should be designed so any overfill will be contained within the bund.

Further guidance is available at: **https://www.gov.uk/guidance/storing-oil-at-a-home-or-business.**

Deliveries

A key aspect for many businesses is ensuring that there is a safe system for accepting deliveries.

Site access and traffic routes:

Delivery vehicles should be able to enter and exit the site without reversing from or onto the highway. The route to the delivery point should be clear from obstructions (at least 60cm on each side of the delivery vehicle) and there should be a minimum height of 3.6 metres. Where required a competent banksman can be used to assist the driver with their vehicle manoeuvres. Banksman should have received appropriate training and should wear hi-vis clothing.

Other activities:

Hazardous activities (such as grinding and welding), and workplace transport movements should be suspended from the immediate area during the delivery. Consider “coning off” an area.

Procedures:

There should be a written delivery procedure, and an authorised person should be in attendance throughout the delivery unless there is a formal agreement for a non-attended delivery. The procedure should clearly identify the need to ensure sufficient ullage in the tank before the delivery starts. It is the responsibility of the authorised person to open and close any tank valves.

Bulk deliveries:

There should be safe access to the tank so that the driver can access the tank and safely attach the delivery hose. The tanks should be positioned so that no hose connections need to be made above 1.5 metres. The access should avoid the need to climb over obstructions, rubbish, spillages etc. and it should avoid the need for the hose to be laid across walkways and traffic routes unless it is suitably protected. The delivery tank should be clearly marked with the product grade and capacity, and it should comply with the requirements of the oil storage regulations.

Deliveries of barrels, pallets etc.:

All deliveries should be made using appropriate equipment e.g. a forklift. Dropping barrels onto tyres or other similar methods should not be used. Checks should be made to ensure the equipment, pallets etc are safe before the delivery commences. The containers should be safely positioned and stored once the delivery has taken place.

Hazardous Substances

Hazardous substances include chemicals, fumes, vapours, gases, mists, dusts, and biological agents (micro-organisms). People can be exposed to these substances through inhalation (breathing them in), absorbing them through their skin, or ingestion (eating them).

The Control of Substances Hazardous to Health Regulations (COSHH) requires exposure to hazardous substances to be managed.

In practice if packaging has any of the hazard pictograms then it is classed as a hazardous substance.

In order to meet the requirements of COSHH employers should:

- Find out what their health hazards are.
- Assess the risks to health.
- Provide suitable control measures to reduce harm to health.
- Make sure the control measures are used.
- Keep the control measures in good working order.
- Provide information, instruction and training.
- Provide monitoring and health surveillance if it is needed.
- Plan for emergencies.

Reducing harm should include:

- Minimising the emission, release and spread of the substance.
- Taking into account how people are exposed to the substance.
- Using effective control measures that are proportionate to the risk.
- Providing Personal Protective Equipment (as a last choice control).
- Reviewing the effectiveness of the controls
- Providing information, instruction and training.
- Ensuring that the control measures do not increase the overall risk to health and safety by introducing new hazards.

In practice, it is best to prevent exposure to a hazardous substance by using a safer substance such as a water-based rather than solvent-based product, or by using a safety process such as by applying any hazardous substance by brush rather than spraying.

Further guidance is available from the HSE on COSHH: **http://www.hse.gov.uk/pubns/indg136.pdf**

Explosive Atmospheres

In many workplaces there are dangerous substances that can lead to a fire or explosion. They include such things as solvents, paints, varnishes, flammable gases (e.g. LPG), and dusts. The Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) require these risks to be controlled.

In order to do this, employers should:

- Find out what dangerous substances are in their workplace and assess what the risks are.
- Remove those risks if they can (such as by using a less flammable substance).
- Where risks cannot be removed then control them, such as by reducing releases of dangerous substances and managing ignition sources.
- Put measures in place to reduce the consequences of any incidents involving dangerous substances such as by minimising the number or people exposed and by providing PPE.
- Prepare plans and procedures to deal with accidents, incidents and emergencies involving dangerous substances.
- Make sure employees are properly informed and trained in how to manage the risks from the dangerous substances.
- Ensure suitable signs and markings are used to identify hazardous areas and dangerous substances.
- Identify and classify areas of the workplace where explosive atmospheres may occur in terms of the likelihood of it occurring and if it does how long it will last.

Equipment that is used in areas where potentially explosive atmospheres may occur should meet the requirements of the Equipment and Protective Systems Intended for Use in Potentially Explosive Atmospheres Regulations. This includes electrical and mechanical fixed equipment and any portable equipment that is temporarily brought into a hazardous area.

The overall explosion safety for workplaces containing hazardous areas should be confirmed (verified) as being safe by a competent person.

Further guidance is available at: **http://www.hse.gov.uk/pubns/indg370.pdf**

Competence

Everyone working on site should be competent to carry out all of their tasks. Competence should therefore be seen an important part of managing workplace activities.

Competence is the combination of training, skills, experience and knowledge that a person has, and their ability to apply them to safely perform a task.

This can be a particularly important issue for inexperienced people such as young persons and trainees.

Someone's level of competence only needs to be proportionate to their job and where they work. You do not need the same level of safety competence to work in the office as you would in the workshop.

Competence should therefore be taken into account of the as part of risk assessments, and these assessments should help decide what level of information, instruction, training and supervision is needed.

Employers also have to appoint a 'competent person' to help the organisation meet their health and safety duties. This can mean needing to get some external support.

In practice managing competence means having a system in place which aims to ensure that individuals:

- Have received appropriate training, development, assessment and re-assessment.
- Are clear about the performance that is expected of them.
- Maintain their level of competence over time.

It is also important for employers to take reasonable steps to ensure that other people, such as contractors and visitors, are sufficiently competent. This usually means carrying out simple checks that contractors have the required licences and training and combining this with a site induction which highlights site hazards and rules.

Further information on managing competence can be found in the **Cogent Skills document Guidelines for Competency Management Systems for Downstream, Petroleum and COMAH Sites.**

Safe Systems of Work (SSOW)

All work needs to be carried out safely, and it is a legal requirement to provide a Safe System Of Work. This is a defined way of carrying out a job, task or process, which takes into account the hazards, and reduces the risks to a level which is as low as is reasonably practicable.

In terms of developing a SSOW you should consider a range of issues:

People:

- The people carrying out the task (employees, contractors).
- Other people nearby (visitors, public etc.).
- Their competence.
- Their knowledge of the site.
- Their awareness of the hazards and risks.

Equipment:

- The type of equipment and how it will be used.
- The risk that it may not be used properly.
- The possibility that the equipment may be damaged.
- The need to inspect and maintain the equipment.

Materials and substances:

- The presence of dangerous substances (such as petrol).
- Exposure to health hazards (such as engine fumes).
- Exposure to asbestos and lead.

Environment:

- The physical location of the work.
- Any confined spaces.
- Any hazardous zones (fire and explosion risks).
- The weather (low temperatures, wind, rain etc.).

The SSOW should be communicated to everyone who needs to be aware of it by providing suitable information, instruction and training (such as written procedures and permits to work). There also needs be adequate supervision to ensure the SSOW is being followed.

Further information on safe systems of work can be found on the HSE web pages **Health and safety in the motor vehicle repair (MVR) industry.**

Work at Height

Everyone working on site should be competent to carry out all of their tasks. Competence should therefore be seen an important part of managing workplace activities.

It includes working:

- Above ground level.
- Close to an edge, opening or fragile surface.
- Close to an opening in a floor or a hole in the ground.

To manage working at height there is a need to:

- Assess the risks.
- Minimise working from height i.e. doing as much work as possible from ground level (e.g. by using extendable tools).
- Prevent falls when working at height (e.g. by using scaffolding to work from).
- Minimise the distance and consequences of a fall (e.g. using a fall arrest system).
- Ensuring workers can safely get to and from locations where they work at height.
- Ensure the equipment is suitable, stable and strong enough for the... job, and is maintained and checked regularly.
- Not overload equipment or overreach when working at height.
- Take precautions when working on or near fragile surfaces (such as using crawling boards).
- Provide protection from falling objects (e.g. using toe boards).
- Ensure ladders, steps and work surfaces are not slippery.
- Considering emergency and rescue procedures (e.g. to prevent suspension trauma.

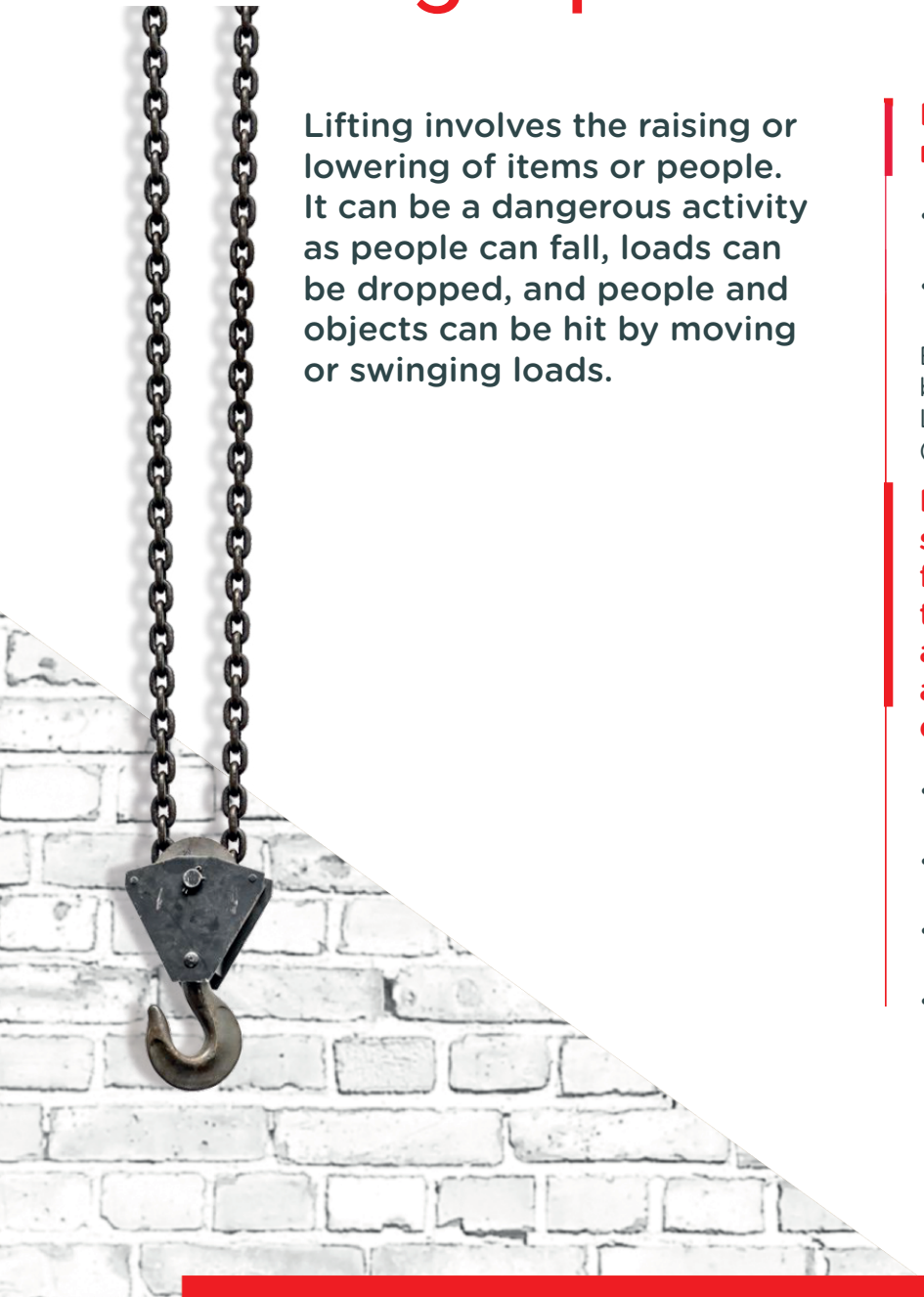
It is a myth that ladders and step ladders cannot be used. For low risk, short duration tasks, ladders and stepladders can be a sensible and practical option, as long as the people using them:

- Use the right type of ladder.
- Are competent to use the ladder.
- Follow a safe system of work.
- Are aware of the risks and how to control them.

General information on working at height can be found on the HSE web pages Work At Height:
http://www.hse.gov.uk/work-at-height/index.htm

Specific information on the use of ladders can be found at: **http://www.hse.gov.uk/work-at-height/using-ladders-safely.htm**

Lifting Operations and Equipment



Lifting involves the raising or lowering of items or people. It can be a dangerous activity as people can fall, loads can be dropped, and people and objects can be hit by moving or swinging loads.

In order to control these risks there is a need for:

- The equipment to be suitable for the planned lift.
- The lifting operation to be properly managed.

Both of these areas are covered by the Lifting Operations and Lifting Equipment Regulations (LOLER).

Lifting equipment includes such things as cranes, fork lifts, vehicle lifts, and tail lifts, along with lifting accessories such as straps and chains. All lifting equipment should be:

- Fit for purpose and appropriate for the task.
- Suitably marked with the safe working load.
- Periodically examined and records kept.
- Subject to a pre-use check.

All lifting operations should be managed, and this includes needing the work to be planned, supervised and carried out in a safe manner by competent persons.

This means managing issues such as how to:

- Safely get to the work area with the lifting equipment.
- Position the equipment in a suitable location.
- Safely attach and detach the load.
- Secure the load so that it does not swing when being lifted.
- Ensure the equipment does not overturn.
- Ensure the equipment is not overloaded.
- Prevent people being under the suspended load.
- Prevent contact with above or below ground hazards (such as overhead power cables or buried services).

Lifting can include simple everyday activities where competent site personnel may be able to manage risks, or it can be complex operations, which require high levels of expertise by specially trained personnel.

Further guidance on lifting can be found in the HSE document Lifting Operations and Lifting Equipment Regulations. Approved Code of Practice and guidance available at: **http://www.hse.gov.uk/pubns/books/l113.htm**

Manual Handling

Moving items by lifting, lowering, carrying, pushing or pulling leads to many injuries every year.

There are a number of factors that can lead to an injury including:

THE LOAD:

- The weight of the item.
- How easy the item is to hold.

THE TASK:

- The distance it is being moved.
- Where it is being lifted from and to (e.g. the floor or a high shelf).
- Awkward postures (e.g twisting).
- How frequently the task has to be carried out.

THE INDIVIDUAL:

- Their fitness, previous injuries etc.

THE ENVIRONMENT:

- Whether the work is inside or outside, cold, wet etc.

The Manual Handling Operations Regulations require employers to manage these risks. In practice this means:

- Avoiding manual handling operations e.g. by redesigning or automating the task so there isn't a need to move the load;
- Assessing the risk from any manual handling that can't be avoided (Taking into account the task, individual, load and environment as discussed previously).
- Providing manual handling tools, such as a sack trolley or hoist.
- Making changes to the task, the individual, the load and the environment so that the manual handing is safer. Such as:
    - Avoiding lifting from ground level or above shoulder height.
    - Splitting large items into smaller parts.
    - Making loads easier to hold e.g. handles.
    - Making the workplace easy to walk over (flat, no obstructions).
    - Proving PPE (gloves) that is easy to grip items with.
    - Having multiple people handle heavy items.
    - Checking that people are physically able to move the items.
    - Discussing manual handling with the workforce to highlight potential issues and solutions.
    - Providing information, instruction and training to people carrying out manual handling.

Further guidance is available in the HSE guide Manual Handling at Work: **http://www.hse.gov.uk/pubns/indg143.pdf**

Personal Protective Equipment (PPE)

PPE protects the user against health and safety risks, and includes items such as safety helmets, gloves, eye protection, high-visibility clothing, and safety footwear.

The need for PPE should be determined as part of the risk assessment process. However, PPE should only be used as a last resort, and instead the risks should always be managed with other controls if this is reasonable practicable.

The actual type of PPE should be carefully chosen based on factors such as the size, fit and weight of the PPE. Along with whether it will be used at the same time as other PPE (e.g. hearing protection worn at the same time as a hard hat).

PPE suppliers can help advise what will be suitable. It can also be a good idea to involve the users in helping to choose the PPE, as they will then be more likely to use it.

PPE should be provided free of charge to employees and dependent contractors (limb b), and users should be instructed and trained on how to use it properly, and how to detect and report faults.

PPE should always be worn when needed. This means never 'turning a blind eye' to people not wearing PPE, even for short duration jobs.

PPE must be properly looked after and stored when not in use, e.g. in a locker. Most PPE is reusable and it should be kept clean and in a good condition. This means that it should be checked before it is used.

In practice it can be useful to have stocks of:

- Spare PPE (as certain PPE should be replaced in line with manufacturers' requirements and also to loan to visitors).
- Spare compatible replacement parts (e.g. respirator filters).
- Disposable overalls (for emergency use or for very dirty work).

PPE requirements should be reviewed if there are any changes to the workplace or what is being done. It should also be reviewed every 2-3 years to make sure that it remains the best option to keep people safe.

Further guidance on the use of PPE is available at: **http://www.hse.gov.uk/toolbox/ppe.htm**

Tools and Equipment

Safe working requires that appropriate tools and equipment are used and kept in good working order. This is covered by the Provision and Use of Work Equipment Regulations (PUWER).

Work equipment should:

- Be safe for the tasks that it is going to be used for.
- Have suitable safety measures, such as emergency stops.
- Be inspected and maintained so that it is correctly installed and does not deteriorate.
- Only be used by people who have received adequate information, instruction and training.

In practice this means:

- Ensuring that equipment is suitable for the purpose it is used for e.g. using a tape cutter not a knife to open packages.
- Taking account of the conditions in the workplace e.g. using equipment in a potentially explosive atmosphere (ATEX).
- Checking equipment before it is used.
- Ensuring equipment is properly maintained and that maintenance records are kept.
- Inspecting equipment so that faults are detected in good time.
- Providing adequate, clear information and training e.g. on the correct use the equipment.
- Ensuring equipment is only used by competent people.
- Ensuring equipment is not misused e.g. not using scaffold poles with a wrench to undo stiff nuts and bolts.
- Ensuring that dangerous parts of machinery are guarded and that the guards are always used.
- Controlling materials falling or being ejected from work equipment.
- Ensuring any very hot or cold parts are managed.
- Ensuring equipment has suitable controls (start, stop etc.).
- Providing a way of isolating the equipment from power sources (e.g. electric, hydraulic, pneumatic etc.)
- Ensuring equipment is stable and won't tip over.
- Etc.

Maintenance Testing and Inspection

The Provision and Use of Work Equipment Regulations (PUWER) requires equipment to be maintained 'in an efficient state, in efficient order and in good repair'.

Only maintaining (repairing) equipment after it has failed is only appropriate if the failure of the equipment will not present significant risks. In most cases organisations carry out planned preventive maintenance which aims to keep equipment working by maintaining it before it fails.

Organisations should have a system to manage their maintenance testing and inspections. Typically this would include:

- Identification / tagging of the equipment requiring maintenance.
- Prioritisation of the equipment into categories, for example 'safety critical' or 'low priority'.
- Identification of maintenance tasks and frequencies, taking into account:
  - Any legal requirements, for example statutory inspections.
  - The manufacturers' recommended requirements.
  - The risks to people, the environment or ongoing operations if the equipment fails or malfunctions.
  - The operating environment (exposure to temperature, corrosion, weather etc.).
  - Prior experience for this type of equipment.
- Supporting documentation for carrying out the maintenance including procedures, practices, and check lists.
- Assignment of responsibilities to ensure that only competent people carry out the maintenance
- Record keeping, so that it can be demonstrated that the maintenance has been completed.
- A system to identify overdue maintenance and a process to bring the maintenance back onto schedule.
- A system to review the maintenance system and identify if any changes are required.
- A process to removed equipment from service once it has reached its safe working life.
- This can be a paper based or computerised system.

Further guidance on carrying out maintenance safely can be found at:
http://www.hse.gov.uk/toolbox/machinery/plant.htm
https://www.hse.gov.uk/work-equipment-machinery/maintenance.htm

Control of Contractors

A contractor is anyone carrying out work who is not an employee. Organisations often use contractors for specialist work or to provide additional manpower. This can include hazardous work and they may not be familiar with the site. As a result contractors are involved with many accidents every year, and therefore they need to be properly managed.

The contractor's employer has a number of H&S duties, but in addition to this you need to manage the work they are carrying out on your behalf.

In practice there are 5 key steps to effectively managing the use of contractors:

1. Planning. Includes:

- Defining the work that you want a contractor to carry out.
- Identifying hazards, assessing and eliminating/reducing the risks.
- Specifying health and safety conditions (site rules etc.).

2. Choosing a contractor. Includes:

- Identifying what competences are needed for the work.
- Discussing the work, risks and conditions with the contractors.
- Asking the contractor questions (such as experience of this type of work, incident history etc.) and getting them to provide evidence.
- Choosing a contractor taking into account their answers.

3. Contractors working on site. Includes:

- Contractors should provide a task and site specific method statement and risk assessment, which is checked before work starts.
- All contractors signing in and out and being given a site induction.
- Checking the job and worksite before allowing work to begin.

4. Keeping a check. Includes:

- Deciding how much checking is needed.
- Then monitoring that the work is going as planned and the contractor is working safely and following the agreed rules.

5. Reviewing the work . Includes:

- How the work went and the performance of the contractor.
- How effective your planning, selection and monitoring were.
- Recording any lessons learned to help with future work.

It should be noted that work may fall under the Construction (Design and Management) Regulations.

Further guidance can be found in Managing contractors. A guide for employers: **http://www.hse.gov.uk/pubns/priced/hsg159.pdf**
and Managing health and safety in construction: **https://www.hse.gov.uk/pubns/priced/l153.pdf**

Workplace Transport

Workplace transport includes vehicles ranging from fork lifts to large goods vehicles. There are three key areas that need to be managed:

1. Safe sites

Workplaces should be safe for the people and vehicles using them. In practice this means considering issues such as:

- Routes (one-way systems, need for reversing, lighting etc.).
- Road surfaces and conditions (pot holes etc.).
- Speed limits.
- Separating pedestrians and vehicles.
- Signs, signals and road markings.
- Protection (Armco barriers etc).

1. Safe vehicles

Vehicles should be appropriate for the job, safe, and regularly inspected, maintained and repaired. In practice this means considering:

- Vehicle suitability (size, speed, type of tyres etc.)
- Driver all round visibility.
- Driver restraints (seat belts etc.).
- Vehicle protection (roll protection, falling object protection etc.).
- Warning systems (such as horns and lights).
- Unauthorised use / accidental movement (keys, hand brake etc.).

1. Safe drivers

People working with vehicles should be competent to use them and should be aware of hazards and safety precautions in relation to the site, the vehicle and how it is to be used. In practice this includes:

- Having the right licence and training for the vehicle.
- Being fit to operate the vehicle.
- Preventing unauthorised use of vehicle.
- Only allowing passengers if the vehicle is designed for this.
- Always using '3-points of contact' to climb into and out of a vehicle.

Further guidance is available in HSG 136 A guide to workplace transport safety:
http://www.hse.gov.uk/pubns/books/hsg136.htm

First Aid

The Health and Safety (First-Aid) Regulations require suitable first aid provisions, taking into account the workplace and the workforce.

An assessment needs to be undertaken to determine what equipment, facilities and personnel are required, by considering issues such as:

- Workplace hazards. Many workshops have higher-level hazards due to the presence of dangerous chemicals, machinery etc. These therefore require more comprehensive first aid provisions.
- The number of employees, their experience, and anyone with a long-term illness or disability. The minimum requirement is to provide an appointed person, but higher hazards sites with more than 5 employees normally requires 1 or more qualified first-aider.
- History of injuries and illnesses. If there is a history of certain types of injury (e.g. oil in eyes), then specialised first-aid equipment, (e.g. eye wash station) should be provided.
- Shift patterns and lone workers. This needs to be considered to ensure first-aid provision is available at all times.
- The size of the site (multiple buildings or floors). Need to consider additional first-aid kits and personnel in each building/floor.
- How close the site is to hospitals etc. Need to consider additional provisions such as defibrillators or emergency transport.
- How first aider absences will be covered. May need additional first-aiders to cover holidays, sickness etc.
- Whether members of the public visit the site. Not a legal requirement to provide first-aid, but HSE strongly recommends that they are considered.

The minimum requirement is to have an appointed person to take charge of first-aid arrangements (ensure the first-aid kit has not expired or been used, call the emergency services etc.). They do not need first-aid training, but if a first-aider is required then they must be qualified through a recognised course.

Employees should be informed of the first-aid arrangements e.g. notices identifying the first-aiders and where they and the first-aid box is located.

An accident book must be used if there are over 10 employees. Personal details must be protected by confidentially and securely storing records.

Further guidance is available at: **First aid at work. http://www.hse.gov.uk/pubns/priced/l74.pdf**

Housekeeping

Workplace safety and housekeeping is an important, but often under rated, aspect of workplace safety. Workplace safety is covered by the Workplace (Health, Safety and Welfare) Regulations.

Poor housekeeping can lead to:

- Slips, trips and falls.
- Falling objects.
- Fire hazards from waste packaging, spilt oil etc.
- A build-up of dust which can damage products and machinery.
- Employees not taking pride in their workplace and work.
- A poor impression being given to customers and regulators.

In practice keeping on top of a few simple issues can make a huge difference:

- Keep walkways and work areas clear of obstructions.
- Provide waste bins in easy reach of work areas and empty them.
- Use drip trays to collect small oil drips and empty them.
- Report spills and leaks so they can be fixed.
- Provide absorbent granules, and clean them up after use.
- Provide suitable storage for tools, parts and materials.
- Ensure tools are returned to storage when not being used.
- Replace worn or damaged flooring.
- Provide work area mats at building entrances.
- Have set times to clear clutter (such as at the end of every shift).
- Encourage a ‘see it, sort it’ attitude amongst workers.

Housekeeping should not be a one-off or occasional initiative. These initiatives can be used if there are significant issues, but there needs to be an ongoing commitment to maintaining good housekeeping.

Managers and supervisors should carry out workplace inspections to promote housekeeping and highlight areas where improvements are needed.

Sometimes temporary issues are unavoidable, such as during maintenance. In these circumstances it is important to barrier areas off and provide warnings, such as ‘slip hazards’.

Further guidance is available at: **http://www.hse.gov.uk/pUbns/priced/l24.pdf**

Managing Incidents

Accident and incidents can happen, and when they do it is important that they are properly managed.

So that:

- They are recorded and reported to the authorities if needed.
- They are investigated to help prevent them happening again.

Reporting accidents incidents and near misses.

All accidents incidents and near misses should be reported and recorded so that any trends can be identified and addressed. If there has been an injury, it should also be recorded in an accident book.

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), certain accidents must be reported to the HSE. These include deaths, serious injuries (e.g. a broken leg), over 7-day injuries, industrial diseases (e.g. Hand Arm Vibration Syndrome), and dangerous occurrences (such a crane overturning).

Investigating accidents incidents and near misses.

If an accident has occurred, it is important to make sure that it is properly investigated in order to identify what has happened and what needs to be done to prevent it from happening again.

1. Gather information (including records, photos and statements):

- Basic information - when, where, who etc.
- What happened, what equipment was involved?
- What was being done at the time, was anything unusual?
- Were the procedures, rules etc being followed?
- Records of training, maintenance, risk assessments etc.

2. Analyse what caused the accident:

- Identify the immediate cause e.g. a person fell from a ladder.
- Identify the underlying cause e.g. the ladder had broken rungs.
- Identify the root cause e.g. the ladder was not being inspected.

3. Identify measures to stop the accident from happening again:

- Measures which address the root cause will be most effective.
- Don't forget that risk assessments etc may need to be reviewed.
- They should be assigned to an individual to put in place.
- They should have target completion dates.

Further guidance is available from: Reporting accidents and incidents at work: **http://www.hse.gov.uk/pubns/indg453.pdf**
And from Investigating accidents and incidents: **http://www.hse.gov.uk/pubns/hsg245.pdf**

Visitor Control

An important issue for all workplaces is the need to manage visitors. This is particularly important for businesses where members of the public may be present. In practice visitor control can be split into three categories: visitors working on site, third party drivers and members of the public.

Visitors working on site:

These can include contractors or workers from other sites. All people working on site should sign-in and sign-out to ensure a record is available in the case of an incident. They may need to access hazardous work areas, and will need a full induction so that they understand issues including hazards, risks, site rules, permit to work system etc.

Third-party drivers:

Delivery personnel may need to access busy work areas in order to make their deliveries. They won't need the full induction as they won't be working on site, but will need to sign-in and sign-out, and be made aware of relevant hazards and controls such as traffic routes.

Members of the public:

In most situations it is not practical to provide visitor inductions to the public. Therefore, organisations should focus on stopping members of the public from accessing hazardous areas (such as by providing employee only areas and public waiting rooms). In addition, warning signs should be used to highlight hazards, such as forklift traffic routes.

Inductions

The induction should be proportionate to the site hazards and risks, but typically includes issues such as:

- The site's commitment to health and safety.
- Emergency alarms and evacuation (including signing-in and out).
- Key hazards and risks.
- Site rules – smoking, mobile phone use etc.
- PPE requirements.
- Reporting accidents, incidents and near misses.
- Welfare facilities.
- Work control systems (e.g. permits to work).
- Site contacts and communications.

Further guidance is available at: **http://www.hse.gov.uk/construction/induction.pdf**

Waste

Waste is anything that you discard, intend to discard or have to discard. Most business waste is 'controlled waste' which must be produced, stored, transported and disposed of without harming the environment.

This is called your 'duty of care' and has no time limit. It does not end when your waste is collected. You still have responsibilities along the entire process. If you think that your waste is not being managed correctly you must take action to address this.

Waste should be managed in the priority order of the waste hierarchy:

1. Prevention - using less material, keeping products for longer etc.
2. Re-use - cleaning, repairing, refurbishing, etc.
3. Recycling - turning waste into a new substance or product.
4. Other recovery - e.g. incineration with energy recovery.
5. Disposal - Landfill and incineration without energy recovery.

You should ensure that personnel know how to handle and dispose of each type of waste you produce.

Waste should be segregated (e.g. different types of hazardous waste and recyclable waste). It should be stored safely and securely in labelled containers to prevent it from being blown away or leaking. You can store your own waste, but need a licence / permit to store other people's waste.

All waste movements should be accompanied by transfer notes which should be kept for 2 years. The notes should include an accurate description of the waste (using the European Waste Catalogue (EWC) list which categorises wastes based on what they are, and the process or activity that produces them).

Waste should always be transported using registered carriers, and you should check to ensure that they can transport your waste.

Waste should only be disposed of at sites that are authorised to accept it. You should check to ensure that the sites are suitable for your waste.

Hazardous waste includes chemicals, oil, asbestos etc. It is identified in the EWC with an asterisk (*). There are additional requirements such as only storing it up to 12 months, and ensuring that liquid hazardous wastes is stored in a bunded area.

Further guidance is available at: **https://www.gov.uk/guidance/waste-legislation-and-regulations**

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It should also be noted that the legislation referred to in this document was that applicable to England at the time of writing the document and may differ in other countries such as Scotland. Users should ensure that they are aware of the legislation relevant to their location and activities.

TotalEnergies Marketing UK Ltd
10 Upper Bank Street (19th floor)
Canary Wharf, London, NW1 1BU
United Kingdom

Tel: +44 (0)2073 398000

services.totalenergies.uk

TotalEnergies