



Merchandising Activities for



Health and Safety Plan & On Site Management System



Merchandising Activities

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Health & Safety General Policy

HEALTH and SAFETY POLICY

It is the policy of NAM Retail Services to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide such information, training and supervision, as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

We regard health and safety as ranking in importance with our main Company activities and see the promotion of health and safety measures as a mutual objective for all those who work in the Company. Personnel within the organisation are to do all that is sensibly possible to prevent injury to themselves and others, and to prevent damage to property.

The management of all departments in the Company are to comply with the relevant provisions of the Health and Safety at Work Act 1974 and are to ensure that employees understand the main provisions of this safety policy.

Therefore, we provide, so far as is reasonably practicable:

- a. a safe system of work
- b. safe plant and equipment
- c. safe means of handling, transporting articles, substances and people
- d. adequate training, instruction, information and supervision
- e. a safe place of work with safe access and egress
- f. a safe and healthy environment
- g. adequate welfare facilities

We also ensure, so far, as is reasonably practicable, that the way we carry out our work does not affect the Health and Safety of persons who are not our employees, for example, visitors and contractors.

It is also recognised that where we produce articles and substances for use at work, or we erect or install any plant or equipment, we have a duty to ensure the Health and Safety of those who use them and make available all the required information for their Health and Safety.

We remind you, our employees, of your duty to look after your own Health and Safety and ensure **that you do not endanger others and that you must co-operate with us**, as your employer, in meeting our legal obligations.

This policy will be regularly reviewed and kept up to date, particularly to reflect any changes in the nature or size of the business.

Neil McColm
Managing Director



Statement of Intent

NAM Retail Services have been consistently successful in all its business activities throughout the country. They have an excellent reputation and have won many working contracts by being both safety conscious and a safe Company.

It is the intention of the Company that the highest standards will be met so as to ensure, so far as is reasonably practicable, that the health, safety and welfare of its employees and those who might be affected by the Company's operations is ensured and that the environment is realistically conserved.

NAM Retail Services has appointed Cathedral Safety Services to provide advice and assistance on health and safety matters. The advice and assistance will normally be provided personally by Phil Simmons and will include practical advice and help at site level as well as in the formation of policy and safety systems.

All personnel employed within the Company will receive training in both working procedures and Health and Safety subjects, which will include, the Company Safety Policy, Safe Systems of Work etc.

To implement this intention the Company will operate in full understanding of the Company Safety Policy and in line with the following broad outlines. These broad outlines are supported by safety procedures as detailed in this document.

Project

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NAM Retail Services
11 Newmarket Court
Newmarket Drive
Osmaston Business Park
Derby
DE24 8NW

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PART 1 - The Project

1. Introduction

- 1.1 This project health and safety plan sets standards and procedures for the merchandising of B&Q stores nationwide. The plan aims to provide a safe basis for the works to prevent accidents to NAM personnel, B&Q staff and customers.
- 1.2 The document should be read in conjunction with NAM's health and safety policies and current safe systems of work documentation. Generic/Site-specific risk assessments and methods of work, for merchandising activities and associated tasks, are attached

2. Description of the Project

- 2.1 The project is a series of merchandising and re-profiling projects to the stores as per discussed programme

3. Work Programme

The general scope of the works is indicated by the task list below:

- Management of equipment and stores
- De-merchandise/Uplift stock
- Re-profile display area(s)
- Re-merchandise stock
- Install POS material
- Maintain a safe, clean and tidy working area
- Full co-operation with store manager

4. Location

- 4.1 B&Q stores nationwide
- 4.2 **Access.** Access will be via the main car parks, which at the times of arrival could be significantly restricted due to store refurbishment.

5. Restrictions affecting the work

- 5.1 Store opening and public access. Stores opening hours vary and timings are to be confirmed for each store.
- 5.2 Where merchandising activities are to be carried out during refurbishment, or construction of, extensions/new builds, team leaders are to liaise, not only with the store manager/project manager, but also the main construction contractor's site safety adviser.
- 5.3 Where the store will remain open to the public, areas will not be hoarded, or taped, off unless significant stock is being displaced and/or whilst other contractors carry out tasks, i.e. shopfitting, electrical work etc. which may cause a hazard. In these instances access will be restricted to authorised staff.

PART 2 - Management Arrangements

6. Standards

- 6.1 NAM personnel are expected to comply with health and safety law and associated approved codes of practice.
- 6.2 They are expected to comply with the specific arrangements as required by B&Q for contractors working on site.

7. Consultation. Liaison & Communication

- 7.1 The team leader is to liaise, daily, with the store/project manager, and in particular discuss and agree;
 - programme of work
 - areas which will be temporarily excluded to store staff and the general public
 - areas excluded to NAM merchandisers due to other contractor's working activities
 - routes for movement of materials in/out and waste
 - parking and materials storage
 - use of shared welfare facilities
 - general emergency and fire routines
 - first aid arrangements

8. Accident Reporting

- 8.1 All accidents are to be recorded in the store accident book. The site 'Accident Investigation Report' is also to be completed in accordance with NAM's standard procedures.
- 8.2 All reportable accidents are subject to the procedures detailed in Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) with:
 - Death, major injury and over 3 day injuries or diseases – reported by the person's employer.
 - Death or an injury requiring hospital treatment of a person at the site not directly involved in the works – reported by the store.
 - Dangerous occurrences at the site – reported by the site supervisor.
 - Accidents or dangerous occurrences during transport to or from the site or in preparatory works at contractor's premises must be reported by that contractor – the store however should be informed of such incidents.

(Note that RIDDOR accidents/incidents should be reported to the RIDDOR Reporting Centre – Tel 0845 3009923, Internet www.riddor.gov.uk, e-mail riddor@natbrit.com)

9. Monitoring and review

9.1 Safety standards will be monitored through a continuous process by the team leader.

9.2 Visits and inspections by NAM field managers.

10. Site Rules

10.1 The following rules are to be observed on site:

- All of those working on site must complete the store site induction before starting work.
- Where applicable, stores undergoing refurbishment/new builds, this may include the construction company's site induction
- All staff are to wear company provided uniform at all times
- Safety helmets are to be worn where high level work is underway
- Safety footwear is to be worn by all personnel
- Only battery powered tools are to be used
- Waste and debris is to be cleared as work progresses
- Stock and equipment is to be stored to avoid trip hazards
- Smoking is prohibited other than in the store designated areas
- Meals and drinks are only to be consumed in specified rest areas

PART 3 - Risk Management

Note: The safety measures described below are specific to merchandising activities and are required in addition to safe methods of work, training requirements and PPE requirements etc. which NAM set on the basis of routine risk assessments. Where appropriate detailed, site specific, method statements should be prepared and inserted in the section immediately following this table.

Activity	Hazards/Risk	Required Method of Work	Work Standards
<p>General management of work</p>	<p>Proximity of public during store opening times</p> <p>Proximity of store staff</p> <p>Unauthorised Access</p> <p>Movement of materials</p> <p>Risk Assessment:</p> <p>LOW</p>	<p>Co-ordination of work</p> <p>The team leader is to liaise with the store manager or his deputy and in particular discuss and agree;</p> <ul style="list-style-type: none"> • programme of work • areas which will be temporarily excluded to store staff and the general public • areas excluded to NAM merchandisers due to other contractor's working activities • routes for movement of materials in/out and waste • parking and materials storage 	<p>Risk Assessment:</p> <p>Working alongside other contractors</p> <p>Housekeeping</p>
<p>Re-merchandising activities</p>	<p>Proximity of public during store opening times</p> <p>Proximity of store staff</p> <p>Unauthorised Access</p> <p>Movement of materials</p> <p>Risk Assessment:</p> <p>LOW</p>	<p>The working area is to be made secure by means agreed with the store/project manager to prevent access to the work areas by members of the public and/or store staff.</p> <p>Any additional replacement stock will be brought to the working area along routes agreed with the store manager.</p> <p>Stock is to be placed as close as possible to the working area in such a manner as to avoid a trip hazard.</p> <p>Manual handling hazards have been discussed overleaf.</p>	<p>Risk Assessment:</p> <p>Merchandising Activities</p> <p>Working in Occupied Premises</p> <p>Use of Non-Powered Hand tools</p> <p>Manual Handling</p>

Activity	Hazard/Risk	Required Method of Work	Work Standards
<p>Re-merchandising activities (cont)</p>	<p>Manual handling</p> <p>Risk Assessment:</p> <p>LOW</p>	<p>All tasks carried out by NAM Retail personnel involve lifting and handling to some extent.</p> <p>Handling is taken to mean; the lifting, lowering, carrying, pushing, pulling, holding, or moving (in each case) by hand or bodily force.</p> <p>The Team Leader is appointed the competent person to carry out the assessments and to make recommendations with regard to manual handling tasks.</p> <p>The following factors will be taken into consideration when carrying out an assessment.</p> <ul style="list-style-type: none"> Task Load Equipment Working environment Individual capability Need for instruction and training Requirement for personnel selection 	<p>Risk Assessment:</p> <p>Manual Handling</p>
<p>Re-profiling shelves</p>	<p>Manual handling</p> <p>Trips/slips/falls</p> <p>Work at Height</p> <p>Falls</p> <p>Falling Material</p> <p>Risk Assessment:</p> <p>LOW</p> <p>Hazard/Risk</p>	<p>Re-profiling shelves is a relatively straightforward task and all personnel employed by NAM Retail have attended training in this operation.</p> <p>All components are to be placed as close as possible to the working area in such a manner as to avoid a trip hazard.</p> <p>Permit to Work</p> <p>Some high level work is required during the profiling of the heavy duty racking.</p> <p>When using shelves as a working platform, the board must be checked to ensure it has been positioned correctly and there is no sign of damage, which may weaken the board. Two beams are to be positioned at a height of 910mm and 470mm from the board level, on both sides of the shelf, to act as side rails to prevent falls.</p>	<p>Risk Assessment:</p> <p>Manual Handling</p> <p>Working in Occupied Premises</p> <p>Permit to Work</p> <p>Use of Warehouse steps</p>

Activity		Required Method of Work	Work Standards
Re-profiling Shelves (cont)		<p>Management:</p> <p>The use of the 'Permit to Work' is seen as a last resort when all other methods for completing the task have been exhausted.</p> <p>The team leader/Team Leader is to ensure that a new permit is used for each bay. Once the bay is complete the permit is signed off and retained in the site file.</p>	
Fitting point of Sale material	<p>Falls</p> <p>Falling Material</p> <p>Risk Assessment:</p> <p>LOW</p>	<p>Where POS material is fitted at high levels work will be carried out from a safe working platform with barriers fitted to prevent accidental falls.</p> <p>Only trained, competent and authorised personnel are to operate MEWP's.</p>	<p>Safe use of Stepladders</p> <p>MEWP</p>
Housekeeping	<p>Manual handling</p> <p>Trips/slips/falls</p> <p>Waste materials</p> <p>Risk Assessment:</p> <p>LOW</p>	<p>All waste materials, packaging etc., is to be cleared as work progresses and not allowed to become an obstruction or trip hazard.</p> <p>Wherever possible large objects are to be reduced in size and weight when being handled. All sharp edges are to be removed, bent over or otherwise protected before handling to remove to the skip.</p> <p>Waste must be placed in the allocated skip, preferably using FLT's, but if loading manually, employees are to work safely, not climbing onto or into the skip. Access should be by using steps or step ladders.</p> <p>The team leader is to ensure the skip is not excessively filled and is to liaise with the store/yard manager to arrange recycling in a timely manner.</p> <p>Only fully trained, authorised personnel are to operate cardboard compactors or any form of wrapping/banding machinery.</p>	<p>Risk Assessment:</p> <p>Manual Handling</p> <p>Housekeeping</p> <p>Stepladders</p> <p>FLT's</p>

Activity	Hazard/Risk	Required Method of Work	Work Standards
Unloading vehicles	Manual Handling Dropping of loads Trapping of bodies, limbs between loads Risk Assessment LOW	All vehicle traffic in the unloading area is to be under the control of marshallers who will position vehicles to allow safe access for unloading staff. All unloading operations are under the control of the store designated 'delivery yard' manager. NAM staff are strictly forbidden from operating the store FLT's unless specifically authorised by the store manager. Palletised equipment and materials will be transported by manually operated pallet truck. All staff working in the delivery yard area(s) are to wear high visibility jackets/waistcoats. Manual Handling hazards as discussed.	Risk assessments; Manual Handling Unloading delivery vehicles Pallet truck FLT's PPE

RISK MANAGEMENT MEASURES

Introduction

The Management of Health and Safety at Work Regulations 1992 complement the general requirements of the Health and Safety at Work Act and overlap with other regulations such as the Construction (Health Safety and Welfare) Regulations.

The keystone of the Management Regulations is the requirement for employers to carry out risk assessments for all work which they undertake.

Hazards and Risk

The regulations and accompanying code of practice define the terms "hazard" and "risk" with:

Hazard - as something with the potential to do harm, and might include a machine, or working at height or a fall.

Risk - describing, not only the likelihood that harm will occur, but also the severity of harm (if multiple deaths were a possible result should a fall or collapse occur the risk rating would be much higher than where the result of a fall from lesser height was at worst one twisted ankle).

These terms are used to quantify risks in the assessments which follow with risk ratings ranging from high (a near certainty of an event likely to cause death or major injury) to low (where the event is considered unlikely and would at worst cause a minor injury).

Generic Assessments.

The range of work tasks and circumstances involved whilst working on construction sites is large and no two tasks are ever quite the same. Even changes in the weather from one day to the next can make work more or less risky.

Because the number of risk assessments required to cover all eventualities would be vast "generic" assessments are used to cover typical regular tasks. These assessment can then be used to determine the hazards and the degree of risk involved and to produce methods of work which reduce or eliminate risk - i.e. safe methods of work.

The assessments and methods of work which follow cover a range of tasks frequently undertaken by the Company on a "generic" basis.

It is important to bear in mind that they should be applied to work undertaken by the Company only after assessing whether the particular circumstances pose any additional hazards to workers or make the likelihood or severity of any accident greater than in the written assessments given here.

If so then precautions or protective measures will be required.

Risk Control Measures

Where site specific risk assessment are carried out, or in documenting additional generic assessments for inclusion in this document, it is essential to bear in mind the required priority for risk reduction measures.

Where, despite any measures taken to remove or reduce danger, the risks remain unacceptable (normally any risk rating higher than 'high') the priority for control measures should be, in order

- C Avoid the risk altogether - e.g. by doing the work at ground level rather than at height.
- C Combat risks at source rather than by preventative measures - so if the steps are slippery, treat or replace them rather than providing a warning sign.
- C Give priority to measures which protect the whole workforce.
- C Only resort to personal protective equipment as the last option for reducing risks to acceptable levels.



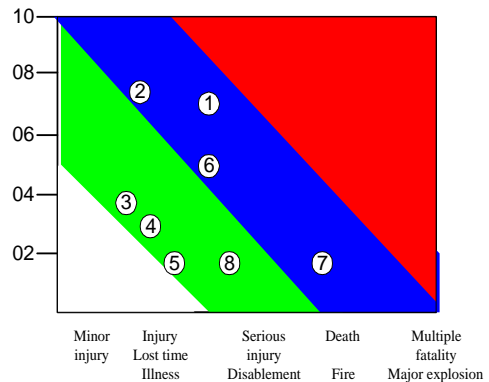
Risk Assessment & Safety Method Statement

Title: Working in Occupied Premises		Expected Duration:
		Location
Brief Description of task	On each merchandising' project, it is common practice for the client to employ a number of contractors to carry out separate tasks Whilst NAM Retail Services bears no responsibility for the safe working practices of these other contractors, consideration must be given to the hazards created by them and also to the risks that our own work that could affect others.	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. Working procedures	LOW
	2. Movement of fork lift trucks and other equipments	MEDIUM
	3. Use/misuse/swapping of work equipments.	LOW
	4. Trailing Cables	LOW
	5. Dust/paints/solvents.	LOW
	6. Electricity	MEDIUM
	7. Fire	MEDIUM
	8. Noise	LOW
Persons at risk	All personnel employed within working area.	
Person in charge	NAM's team leader	
Qualified persons involved		

Risk Assessment:

- A Certainty** - likely to happen at any moment
- Highly probable** - could occur 2 or 3 times a year
- Likely** - would expect it to happen once a year
- Improbable** - would not expect it happen in 2-3 years
- Unlikely** - would not expect it to happen in 5 years

Colour Code Insignificant Low Medium High



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

MEASURES NECESSARY TO ELIMINATE HAZARD

Anyone entering the premises for the purpose of carrying out specialised work, must be regarded as a contractor - to whom duties are owed, and indeed, who owes duties with regard to health and safety matters.

Where activities of different employers and the self employed people interact, there is a need to ensure co-operation with each other to ensure that the respective obligations are met.

Clearly, it is the duty of the client to ensure that the co-operation as required under the Management of Health and Safety at Work Regulations 1999 and it is fair to assume that all contractors have been vetted and are expected to work to the same high standards of safety as those employed by NAM Retail Services.

At the beginning of each new project, the Team Leader is to make contact with the Store Manager in order to co-ordinate the safety procedures.

All equipment owned and maintained by NAM Retail Services is to be clearly marked and may not be used by any other contractor.

Employees are expressly forbidden to use any equipment owned by other contractors. It may not be maintained or repaired to the high standards as set by the company.

Employees are to be reminded of the need to protect any trailing leads from the risks of damage by others and the risk of tripping unwary pedestrians.

Employees are to remain constantly alert to the risk of collision from manoeuvring mechanical handling equipment (forklift trucks etc.) especially whilst working at height off warehouse steps and step ladders.

In the event of other contractors using equipment creating a noise hazard within the immediate vicinity of NAM Retail personnel, then employees are required to make full and proper use of the hearing protectors supplied.

Reference:

Management of Health and Safety at Work Regulations 1999

Personal Protective Equipment at Work Regulations 1992

MEASURES NECESSARY TO MINIMISE ANY REMAINING SIGNIFICANT RISKS

Strict observance of all safety procedures to ensure the health and safety of others.

Full and proper supervision of personnel by Team Leaders.

Continual re-assessments.

These measures are assessed as reducing the risks in this work to "low"

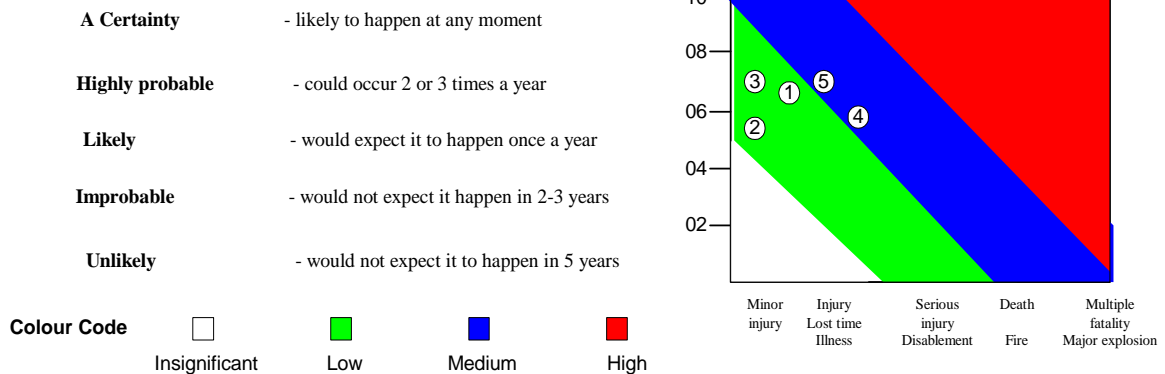
Are risks 'low' given above safeguards YES/NO	Signed	Appointment	Date
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NAM Retail Services

Risk Assessments & Safety Method Statement

Title:	Manual Pallet Truck Handling		Expected Duration:
			Location:
Brief Description of task	This risk assessment and general arrangements cover the safe handling and operation of a Pallet Truck used during merchandising activities within B&Q stores nationwide.		
Assessed hazards	Details:	Risk: High/Medium/Low	
	1. Pallet truck striking pedestrians	LOW	
	2. Pallet truck striking other equipment (FLT's, MEWP)	LOW	
	3. Collision with stock or materials	LOW	
	4. Pallet truck striking racking - resulting in partial collapse and/or falling materials	MEDIUM	
	5. Manual Handling	MEDIUM	
Persons at risk	NAM staff Other contractors in working areas B&Q Staff & Customers		
Person in charge	NAM's site foreman		
Qualified persons involved	Pallet truck operators		

Risk Assessment



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

Risks are assessed on the basis of fully trained pallet truck operators working to NAM normal safe working systems.

Risks will vary considerably with the nature and configuration of the stock or items being moved.

Although overall level of risk may vary with the factors discussed above there is significant risk in all variations of this work. Careful management and control procedures will be needed throughout.

Planning:

The general pattern, scale, and routes for pallet truck work will be discussed in advance of the working shift with the store manager and agreement reached that conflict with B&Q merchandising operations in the pallet truck operating areas can be avoided. This planning must, in particular, identify areas in which operators may encounter, or pass close, to store staff working. Alternative routes, times or other arrangements must be made to avoid such situations.

In advance of the work it may be necessary to place movable tape barriers at the aisle ends alongside the main pallet truck route from/to working areas and the delivery yard.

Operating the pallet truck

Check that the pallet truck is in good working order before use. The pallet truck should be clean and the wheels free from string, and other objects, to ensure the pallet truck is easy to manoeuvre.

Be sure the tynes are at the lowest level by depressing the lever on the handle of the pallet truck. Push the tynes into the middle space of the pallet. Before attempting to move the pallet it must be raised from the floor, this is done by pushing the handle of the pallet truck down and then pump the handle using an up and down movement. Carefully move the pallet to the designated area by pulling the handle of the truck. The pallet truck must always be pulled behind you. When the pallet is in the designated area, lower the tynes by depressing the lever on the handle of the pallet truck and pull the tynes away from the pallet.

Return the pallet truck to the designated area, and ensure the tynes are parallel with a solid wall when not in use.

Manual Handling

Do not overload the truck to such an extent that it becomes difficult to move. Even without exceeding the safe working load (SWL) some loads may be too heavy for one person to manoeuvre safely. If in doubt ask for assistance or reduce the load.

Before moving a loaded pallet ensure that it is wrapped correctly if applicable. Loads are to be stacked neatly on the pallet to avoid slippage and loss of load.

Maintenance:

Pallet trucks remain the property of B&Q. All records including inspection reports, maintenance records are the responsibility of the store manager and/or appointed operators.

Any equipment hired by NAM, for use by NAM personnel, must be inspected on arrival and maintained in accordance with the maintenance schedule. Maintenance records and a certificate of serviceability are to be retained with the site safety file.

These measures are assessed as reducing the risks in this work to "low"

Are risks 'low' given above safeguards YES/NO	Signed	Appointment	Date
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NAM Retail Services

Risk Assessment & Safety Method Statement

Title: <p style="text-align: center;">Fork lift movement through working areas</p>		Expected Duration:
		Location:
Brief Description of task	This risk assessment and general arrangements covers the delivery and/or removal of stock to/from the working area by FLT.	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. FLT striking pedestrians	MEDIUM
	2. FLT striking other equipment (other FLTs, MEWP)	HIGH
	3. FLT collision with stock or materials	MEDIUM
	4. FLT striking racking - resulting in partial collapse/falling materials	HIGH
	5. Dust	MEDIUM
Persons at risk	All personnel employed within the working area Store customers	
Person in charge	NAM Retail Team Leader	
Qualified persons involved	FLT Operators	

Risk Assessment

<p>A Certainty - likely to happen at any moment</p> <p>Highly probable - could occur 2 or 3 times a year</p> <p>Likely - would expect it to happen once a year</p> <p>Improbable - would not expect it happen in 2-3 years</p> <p>Unlikely - would not expect it to happen in 5 years</p>	<p style="font-size: small; text-align: center;"> Minor injury Injury Lost time Illness Serious injury Disablement Death Fire Multiple fatality Major explosion </p>				
<p>Colour Code</p> <table style="width: 100%; text-align: center; border: none;"> <tr> <td style="width: 25%;">□ Insignificant</td> <td style="width: 25%;">■ Low</td> <td style="width: 25%;">■ Medium</td> <td style="width: 25%;">■ High</td> </tr> </table>	□ Insignificant	■ Low	■ Medium	■ High	
□ Insignificant	■ Low	■ Medium	■ High		

.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

Risks are assessed on the basis of fully trained FLT operators, as defined within the Approved Code of Practice for rider operated lift trucks, operator training, working to agreed safe working systems.

Risks will vary considerably with the nature and configuration of the stock or items being moved.

Although overall level of risk may vary with the factors discussed above there is significant risk in all variations of this work. Careful management and control procedures will be needed throughout.

Planning:

The general pattern, scale, and routes for forklift work will be discussed in advance of the working shift with the store manager and agreement reached that conflict with tasks in the FLT operating areas can be avoided. This planning must, in particular, identify areas in which FLT may encounter store staff working or pass close to customers. Alternative routes, times or other arrangements must be made to avoid such situations.

In advance of the work movable tape barriers will be fitted at the aisle ends alongside the main FLT route from the working areas to the delivery yard.

Training:

Only persons trained under NAM's standard arrangements may act as FLT marshallsers.

Management:

All workers will be briefed in site induction that entry to the main FLT routes is prohibited and that this route may only be crossed at the marked crossing places (sited to allow good fields of view).

Tape barriers are only to be opened by FLT marshallsers in order to allow FLT access to or from side aisles in which they must work.

Marshallsers are not to guide FLT's past areas in which work is being conducted at height

Imminent danger:

Marshallsers must halt any FLT under their control at any sign of danger and must ensure that the FLT remain stationary until the danger is removed.

Maintenance:

B&Q forklift trucks remain the property of B&Q. All records including inspection reports, maintenance records are the responsibility of the B&Q store manager and/or B&Q appointed operators.

Any FLT's hired by NAM, for use by personnel, must be inspected on arrival and maintained in accordance with the maintenance schedule. Maintenance records, user handbook and a certificate of serviceability are to be retained with the site safety file.

FLT's will only be charged in the designated charging bays as agreed with the B&Q store manager.

These measures are assessed as reducing the risks in this work to "low"

Are risks 'low' given above safeguards	Signed	Appointment	Date
YES/NO			



Risk Assessment & Safety Method Statement

Title: <h3 style="text-align: center;">Use of Non Powered Hand Tools</h3>		Expected Duration: Ongoing													
		Location:													
Work process description	<p>This general risk assessment and arrangements cover the normal use of hand tools. Hand tools are widely used within the workplace by various people employed within NAM Retail Services. The activities involving the use of hand tools may be:</p> <ul style="list-style-type: none"> • tightening or loosening nuts and bolts etc. • sawing • removal and replacement of shelves 														
Assessed hazards	Details:	Risk:													
	1. Eye injury	LOW													
	2. Split or loose shafts or handles	LOW													
	3. Splinters of wood or metal	LOW													
	4. Blunt blades (screwdrivers)	LOW													
Persons at risk	NAM Retail staff														
Person in charge	NAM Retail's team leader														
Qualified persons involved															
Risk Assessment:															
<p>A Certainty - likely to happen at any moment</p> <p>Highly probable - could occur 2 or 3 times a year</p> <p>Likely - would expect it to happen once a year</p> <p>Improbable - would not expect it happen in 2-3 years</p> <p>Unlikely - would not expect it to happen in 5 years</p>															
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<p><i>.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.</i></p>															

MEASURES NECESSARY TO ELIMINATE HAZARDS

Planning

In accordance with the Provision and Use of Work Equipment Regulations (PUWER) 1998 only tools which are suitable for their purpose will be procured and issued.

Management

Supervisors will monitor the condition and safe use of hand tools to ensure the correct use and condition of tools. Tools will be replaced where necessary. Particular checks will be made of:

- Splayed jaws on open ended spanners
- damage and wear (including splits, cracks and missing wedges) on hammer, file and other handles

Eye protection

Eye protection must be worn by during all tasks involving hammers and other tools where there is a risk of flying materials.

Electricity

Only insulated tools will be used whilst working in the close proximity of electricity and/or electrical equipment.

Training

All employees are to receive training in the selection and safe use of hand tools by a competent person. This training is to be recorded in the employees training record, a copy of which is to be retained in the site safety file.

Sharp tools will not be carried in such a way as to allow any possible injury to the person carrying the tool or to others.

RECOMMENDATIONS:

Project Managers and site supervisors to supervise the use of all hand tools.

Regular maintenance checks of hand tools to be carried out.

Any incidents/accidents should be reported, recorded and investigated.

REFERENCE:

Provision and Use of Work Equipment Regulations (PUWER) 1998

These measures are assessed as reducing the risks in this work to "low"

Are risks 'low' given above safeguards YES/NO	Signed	Appointment	Date
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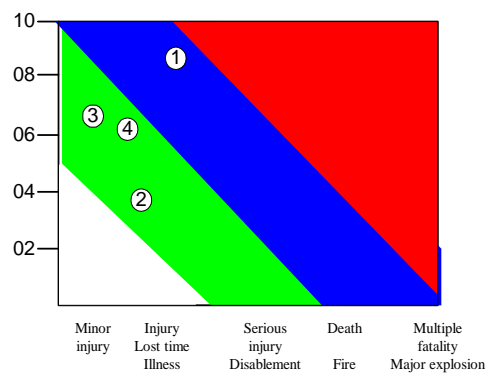
Risk Assessment & Safety Method Statement

Title:	Housekeeping	Expected Duration:	
		Location:	
Brief Description of task	This risk assessment and general arrangements covers keeping work site tidy during stock re-profiling/merchandising activity, safe removal from the working area, and placing waste into skips.		
Assessed hazards	Details:	Risk:	High/Medium/Low
	1. Manual handling		Medium
	2. Slips, Trips and Falls		Low
	3. Broken glass		Low
	4. Waste packaging		Low
Persons at risk	NAM Retail Staff Store Staff Customers		
Person in charge	NAM Retail's team leader		
Qualified persons involved			

Risk Assessment

A Certainty	- likely to happen at any moment
Highly probable	- could occur 2 or 3 times a year
Likely	- would expect it to happen once a year
Improbable	- would not expect it happen in 2-3 years
Unlikely	- would not expect it to happen in 5 years

Colour Code	□	■	■	■
	Insignificant	Low	Medium	High



.....with risk assessed before site specific safe methods of work and risk reduction measures are applied

Controls/safeguards proposed:

Before work begins, the team leader is to ensure that this risk assessment and method statement sufficiently covers any site specific hazards that he identifies. In the event of the task differing substantially, he is to carry out an additional assessment and write a specific method statement, passing on the information to those employees involved in the task.

The team leader is to liaise with the general/duty manager and make arrangements for disposal of waste which will not interfere with store operations.

1. Manual handling

Wherever possible, large objects are to be cut to ease the removal and reduce the weights when being handled.

Waste must be placed in the allocated skip/area. Employees are to work safely, not climbing onto or into the skip. Access should be using steps or similar.

The team leader is to monitor the waste skip/area and is to liaise with the store manager for recycling in a timely manner.

Suitable PPE is to be used at all times (Paras 3 & 4 below refer)

2. Slips, Trips and Falls

Suitable footwear is to be worn by all personnel to reduce the risk of slips, trips and falls on tiled floors

Personnel are to observe simple safety precautions where the floor is wet/slippery from cleaning operations or spillage of liquids. Note: in the event of seeing such hazards ensure that the area is cleaned immediately to reduce the risk to staff and customers.

3. Broken Glass

Good working practices and sensible housekeeping measures are to be adhered to by all personnel. Care is to be taken when handling glass containers and any breakages are to be cleaned up immediately with personnel wearing appropriate gloves/hand protection.

4. Waste Packaging

When merchandising all waste packaging is to be placed so as not to cause an obstruction or trip hazard. Waste should not be allowed to build up and must be removed from the working area as soon as possible.

Only fully trained, authorised personnel are to operate cardboard compactors or any form of wrapping/banding machinery. The team leader is to ensure that the details of all competent persons are entered in the site register.

When used, pallets, must be loaded safely and secured properly before being manouevred in and around the store.

These measures are assessed as reducing the risk in this work to "LOW"

Are risks 'low' given above safeguards YES/NO	Signed	Appointment	Date
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Risk Assessment & Safety Method Statement

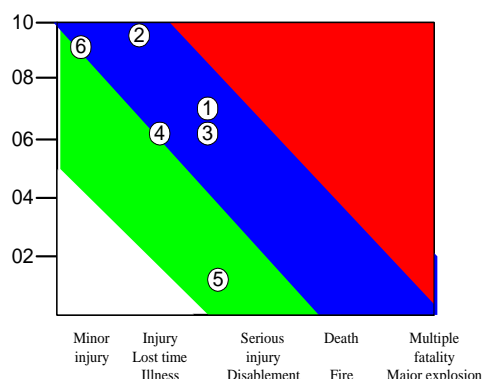
Title: Manual Handling		Expected Duration: Installation activities
Lifting, Carrying, Manoeuvring Materials/displays		Location:
Brief Description of task	All tasks carried out by NAM Retail personnel involve lifting and handling to some extent. Handling is taken to mean ; the lifting, lowering, carrying, pushing, pulling, holding, or moving (in each case) by hand or bodily force.	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. Strains and sprains to muscles and joints, torn ligaments and tendons, disc trouble and hernias.	MEDIUM
	2. Cuts, abrasions and splinters	MEDIUM
	3. Back injuries	MEDIUM
	4. Crushing of limbs, fingers, hands and feet.	MEDIUM
	5. Repetitive handling strains	LOW
6. Damage or loss of equipment, materials etc.	MEDIUM	
Persons at risk	NAM retail staff Other contractors in working areas	
Person in charge	NAM's site foreman	
Qualified persons involved		

Risk Assessment:

- | | |
|------------------------|--|
| A Certainty | - likely to happen at any moment |
| Highly probable | - could occur 2 or 3 times a year |
| Likely | - would expect it to happen once a year |
| Improbable | - would not expect it happen in 2-3 years |
| Unlikely | - would not expect it to happen in 5 years |

Colour Code

□	■	■	■
Insignificant	Low	Medium	High



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

Controls/safeguards proposed:

Before work begins, the team leader is to ensure that this risk assessment and method statement sufficiently covers any site specific hazards that he identifies. In the event of the task differing substantially, he is to carry out an additional assessment and write a specific method statement, passing on the information to those employees involved in the task.

Large, heavy loads should, if possible, be broken down into smaller, lighter and more manageable sizes. It is easier to lift 10Kg. five times, than to lift 50Kg. once.

The size and shape of the load may be as significant as its weight in determining whether assistance is required. Large awkward loads which require the arms to be extended in front of the body place more strain on the back or abdomen, than do compact objects carried close to the body.

The absence of natural or designed handling points can also make it difficult to raise and carry objects without strain and may require the use of hand hooks, cradles, slings, sack barrows and other lifting and handling aids.

The weight that can be lifted by any individual will vary according to personal physique, age, condition and practice, and the techniques employed. Compact loads of up to 25kg. can be carried safely by the average male worker providing proper techniques are used. Assistance should be available if required.

Employees will not be required to lift loads beyond their own capacities.

Assessments

All employees will be given basic training in Manual Handling techniques. This training will be given by the nominated trainer and recorded in the employees training record and retained in the site safety file. Specific manual handling hazards will be recognised by a separate, on going risk assessment and training programme.

The team leader is appointed the competent person to carry out specific 'on site' assessments and to make recommendations with regard to manual handling tasks.

The following factors will be taken into consideration when carrying out an assessment.

- Task
- Load
- Equipment
- Working environment
- Individual capability
- Need for instruction and training
- Requirement for personnel selection

MEASURES NECESSARY TO MINIMISE ANY REMAINING SIGNIFICANT RISKS

Team leaders to strictly supervise hazardous handling tasks.

Basic manual handling training to be carried out.

Any incidents/accidents should be reported, recorded and investigated.

These measures are assessed as reducing the risks in this work to "low"

<p>Are risks 'low' given above safeguards</p> <p>YES/NO</p>	<p>Signed</p>	<p>Appointment</p>	<p>Date</p>
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MANUAL HANDLING OF LOADS

Note: This checklist has been adapted from HSE guidance documents and may be copied freely. It will remind you of the main points to think about while you:
 - consider the risk of injury from manual handling operations - identify steps that can remove or reduce the risk - decide your priorities for action

*circle as appropriate

SUMMARY OF ASSESSMENT	Overall priority for remedial action: Nil/Low/Med/High*
Operations covered by this assessment. Removal & replacement of stock on shelves	Remedial action to be taken: Position stock as close as possible to work area . Place to side to reduce twisting & turning Place on working platform to reduce bending
Locations Sainsbury stores nationwide	Date by which action is to be taken:N/A.....Date for reassessment:N/A.....
Personnel involved NAM Retail Services personnel	Assessor's name: N I Kilsby Signature:
Date of assessment: November 2003	

Section A - Preliminary:

- | | | | |
|--|------------------|---------------------------------|---|
| Q1 Do the operations involve a significant risk of injury | Yes / No* | If 'Yes' go to Q2. | If 'No' the assessment need go no further. |
| Q2 Can the operations be avoided / mechanised / automated at reasonable cost? | Yes / No* | If 'No' go to Q3. | If 'Yes' proceed and then check that the result is satisfactory. |
| Q3 Are the operations clearly within the guidelines in Appendix 1? | Yes / No* | If 'No' go to Section B. | If 'Yes' you may go straight to Section C if you wish |

Section C - Overall Assessment of risk:

- | | | |
|---|-----------------------------------|---|
| Q What is your overall assessment of the risk of injury? | Insignificant / Low / Med / High* | If not 'Insignificant' go to Section D. If 'Insignificant' the assessment need go no further. |
|---|-----------------------------------|---|

Section D - Remedial action: Q. What remedial steps should be taken, in order of priority?

- i **Area to be controlled to limit entry by customers**
- ii **Correctly position stocks to reduce bending, twisting & turning**
- iii
- iv

Questions to consider:		Level of risk:			Possible remedial action:
	<u>Yes</u>	<u>Low</u>	<u>Med</u>	<u>High</u>	
<p>The Tasks - do they involve:</p> <ul style="list-style-type: none"> ● holding loads away from trunk? ● twisting? ● stooping? ● reaching upwards? ● large vertical movement? ● long carrying distances? ● strenuous pushing or pulling? ● unpredictable movement of loads? ● repetitive handling? ● insufficient rest or recovery? ● a work rate imposed by a process? 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>		<p>Reduce loads to manageable sizes</p> <p>Position pallets and skips close to debris</p> <p>Manual handling training to be given to all retail staff (kintetic lifting techniques)</p> <p>Wherever possible use FLT skips when lifting materials to exrenal skips. Use steps to access top of skip.</p> <p>Use FLT skips or place materials securely on pallets</p> <p>.</p>
<p>The Loads - are they:</p> <ul style="list-style-type: none"> ● heavy? ● bulky/unwieldy? ● difficult to grasp? ● unstable/unpredictable? ● intrinsically harmful (eg sharp/hot?) 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>		<p>Reduce large loads for easier handling</p> <p>Personnel to wear gloves at all times to avoid splinters or cuts from sharp edges</p>
<p>The Working Environment - are there:</p> <ul style="list-style-type: none"> ● constraints on posture? ● poor floors? ● variations in levels? ● hot/cold/humid conditions? ● strong air movements? ● poor lighting conditions? 	<p>✓</p>	<p>✓</p>			<p>External yard floors may cause loads to slip. Ensure that all loads are correctly secured before moving them with the pallet truck</p>
<p>Individual Capability - Does the job:</p> <ul style="list-style-type: none"> ● require unusual capability? ● hazard those with a health problem? ● call for special information/training? 					
<p>Other:</p>					



Risk Assessment & Safety Method Statement

Title: Merchandising		Expected Duration:
		Location:
Brief Description of task	This general risk assessment and arrangements covers the main tasks involved in the re-profiling of shelves, re-merchandising of products and POS within B&Q stores nationwide.	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. Manual handling	Medium
	2. Use of hand tools	Low
	3. Working in occupied premises	Low
	4. Housekeeping	Low
Persons at risk	NAM Retail Staff General Public Store Staff	
Person in charge	NAM's team leader	
Qualified persons involved		

Risk Assessment

<p>A Certainty - likely to happen at any moment</p> <p>Highly probable - could occur 2 or 3 times a year</p> <p>Likely - would expect it to happen once a year</p> <p>Improbable - would not expect it happen in 2-3 years</p> <p>Unlikely - would not expect it to happen in 5 years</p>		<p>Colour Code</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">□</td> <td style="text-align: center;">■</td> <td style="text-align: center;">■</td> <td style="text-align: center;">■</td> </tr> <tr> <td style="text-align: center;">Insignificant</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Medium</td> <td style="text-align: center;">High</td> </tr> </table>	□	■	■	■	Insignificant	Low	Medium	High
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.....with risk assessed before site specific safe methods of work and risk reduction measures are applied

Controls/safeguards proposed:

Before work begins, the team leader is to ensure that this risk assessment and method statement sufficiently covers any site specific hazards that he identifies. In the event of the task differing substantially, he is to carry out an additional assessment and write a specific method statement, passing on the information to those employees involved in the task.

The team leader is to liaise with the store manager and agree a suitable area for unloading/loading of equipment and materials which minimises both the disruption to staff and customers and the distance from the task.

1. Manual handling

Wherever possible, large objects are to be moved by at least 2 people to ease the removal/installation of POS material and reduce the weights when being handled. Clear routes and working areas are to be identified to minimise conflict with store staff and customers.

2. Use of hand tools

All tools are to be checked prior to use for signs of damage. Any damaged or unserviceable tools will be removed and repaired or replaced.

3. Working in Occupied Premises

A programme of work is to agreed with the store manager and/or other contractors to minimise disruption to, and conflict with, store staff and customers.

4. Welfare Facilities

Agreed welfare facilities are to be provided and kept in a clean and tidy condition. All those on site are required to wash before eating. Meals and drinks are only to be consumed in specified welfare areas.

5. Accident Reporting

All accidents are to be recorded in the store accident register. The site accident report is to be completed, and distributed, in accordance with NAM standard procedures.

Note: See also risk assessments for
Manual Handling
Working with Contractors
Housekeeping
Use of Hand Tools

These measures are assessed as reducing the risks in this work to "low"

Are risks 'low' given above safeguards	YES/NO	Signed	Appointment	Date
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Risk Assessment & Safety Method Statement

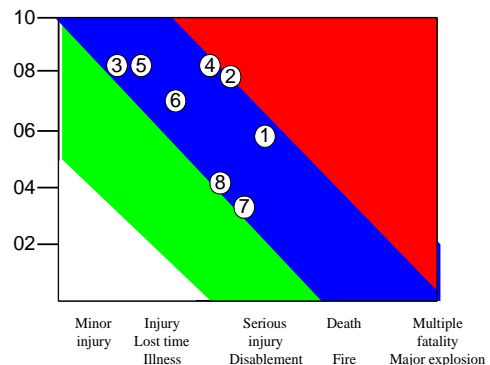
Title: <p style="text-align: center;">MEWP operation and movement through working areas</p>		Expected Duration:
		Location:
Brief Description of task	<p>Various merchandising and re-profiling projects within B&Q stores includes the need for considerable MEWP operations and movement across the ground sales floor.</p> <p>Activities may be conducted over a restricted periods of time and in parallel with concurrent store re-stocking and working activities. There may be considerable, stock, work, MEWP and pedestrian movement in the working areas.</p>	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. MEWP striking pedestrians	MEDIUM
	2. MEWP striking other equipment (FLT's, other MEWP's)	HIGH
	3. MEWP collision with stock or materials	MEDIUM
	4. MEWP striking racking - resulting in partial collapse/falling materials	HIGH
	5. Operatives over-reaching - falling from height	MEDIUM
	6. Mis-use of equipment - climbing on safety rails - falling	MEDIUM
	7. Uncontrolled descent due to equipment failure	MEDIUM
	8. Trapping between moving parts of equipment, whilst lowering	MEDIUM
Persons at risk	NAM Retail staff Other contractors in working areas B&Q Staff	
Person in charge	NAM Retail's site supervisor	
Qualified persons involved	MEWP Operators	

Risk Assessment

- A Certainty** - likely to happen at any moment
- Highly probable** - could occur 2 or 3 times a year
- Likely** - would expect it to happen once a year
- Improbable** - would not expect it happen in 2-3 years
- Unlikely** - would not expect it to happen in 5 years

Colour Code

□	■	■	■
Insignificant	Low	Medium	High



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

Risks are assessed on the basis of fully trained MEWP operators working to B&Q normal safe working systems.

Risks will vary considerably with the nature of the work and the tools used.

Although overall level of risk may vary with the factors discussed above there is significant risk in all variations of this work. Careful management and control procedures will be needed throughout.

Planning:

The general pattern, scale, and routes for MEWP work will be discussed in advance of the working shift with the store manager and agreement reached that conflict with other contractor operations in the MEWP operating areas can be avoided. This planning must, in particular, identify areas in which MEWP may encounter store staff and/or other contractors working close to NAM Retail Services staff.

Training:

MEWP training requirements are set out in NAM Retail Services safety policies. Training and certification is required for operators before they are allowed to use the equipment unsupervised. Copies of certificates/badges should be held in the site safety file.

Management:

Operator controls should be at the platform level, with override at ground level for emergencies.

There should be a levelling device fitted to the chassis to ensure verticality in use.

Outriggers, where provided for increased stability, should be fully extended and locked into position before the equipment is used/raised, in accordance with the manufacturers instructions. The wheels may also require locking.

Materials and/or persons should not be transferred to and from the platform while in the raised position.

Where fitted, scissors mechanisms require the provision of adequate guards, so as to prevent tripping of the operator and others in the scissor mechanism during raising and lowering.

The equipment requires regular inspection, servicing, maintenance and testing in accordance with the manufacturers instruction.

On receipt of the MEWP the team leader is ensure that the user handbook, in date test certificate and copy of the latest inspection report are handed over. The test certificate and inspection report are to be kept with the site safety file. The user handbook is to be made available to ensure that personnel understand how to lower the platform in an emergency.

Further daily/weekly checks are to be carried out by a competent person and recorded in the site safety file.

Use of safety harnesses:

Where there is a need to reach out or 'over extend' the platform safety rails, safety harness are be worn and attached. The safety harness should be inspected prior to use and a record of inspection retained in the site safety file.

Reference:

- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Personal Protective Equipment at Work Regulations (PPE) 1992

These measures are assessed as reducing the risks in this work to "low"

Are risks 'low' given above safeguards YES/NO	Signed	Appointment	Date
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Risk Assessment & Safety Method Statement

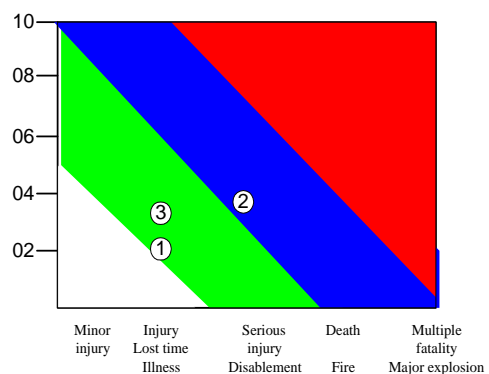
Title: <div style="text-align: center; font-weight: bold; font-size: 1.2em;">Re-profiling Racking/Shelves from Warehouse Steps</div>		Expected Duration:
		Location:
Brief Description of task	This risk assessment and general arrangements cover the re-profiling of racking and shelves within B&Q stores from warehouse steps.	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. Manual Handling	LOW
	2. Work at height	MEDIUM
	3. Use of Warehouse Steps	LOW
Persons at risk	NAM Retail staff Other contractors in working areas Store Staff	
Person in charge	NAM Retail's team leader	
Qualified persons involved		

Risk Assessment

- A Certainty** - likely to happen at any moment
- Highly probable** - could occur 2 or 3 times a year
- Likely** - would expect it to happen once a year
- Improbable** - would not expect it happen in 2-3 years
- Unlikely** - would not expect it to happen in 5 years

Colour Code

□	■	■	■
Insignificant	Low	Medium	High



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

Re-profiling complete bays:

All stock is to be removed from the racking prior to any re-profiling taking place.

The shelving bays are to be dismantled and re-profiled in a strict sequence of work working on one bay at a time and personnel working in the area are to wear safety boots and hard hat head protection at all times. The warehouse steps must be positioned as such to avoid the necessity for the user to over-reach/balance to complete the task.

Once the steps have been positioned the wheels must be locked to avoid movement whilst the steps are in use.

Working from the warehouse steps, and starting with the highest shelf, remove the decking and front cross beams, taking care when lowering to avoid damage and injury to other team members.

Once all of the decking and front beams have been removed position the warehouse steps inside the empty bay. Again, starting at the highest point, remove and re-profile the back cross beams.

Once all of the back cross beams are in place reverse the sequence, again, starting with the highest shelf, and replace the front cross beams and decking.

Re-profiling upper shelves:

Where there is a requirement to re-profile only higher shelves, above existing stock, the removal of the front cross beams and decking is as above.

The re-profiling of the back cross beams will have to take place by using the lower 'boarded out' shelves as working platforms. On these occasions the site supervisor is to introduce the 'Permit to Work' system.

Permit to Work

When using shelves as working platforms, the decking must be checked to ensure that it has been positioned correctly and that there is no sign of damage which may weaken the boards. Two beams are to be positioned at a height of 910mm & 470mm from the decking level, on both sides of the shelf, to act as side rails to prevent the risk of falls.

Management:

The use of the 'Permit to Work' is seen as a last resort when all other methods for completing the task have been exhausted.

The Team Leader is to ensure that a new 'Permit to Work' is used for each bay. Once the bay is completed the permit is to be signed off and retained in the site safety file.

Reference:

Permit to Work

Risk Assessments:

- Use of Warehouse Steps
- Manual Handling
- Housekeeping

These measures are assessed as reducing the risks in this work to "low"

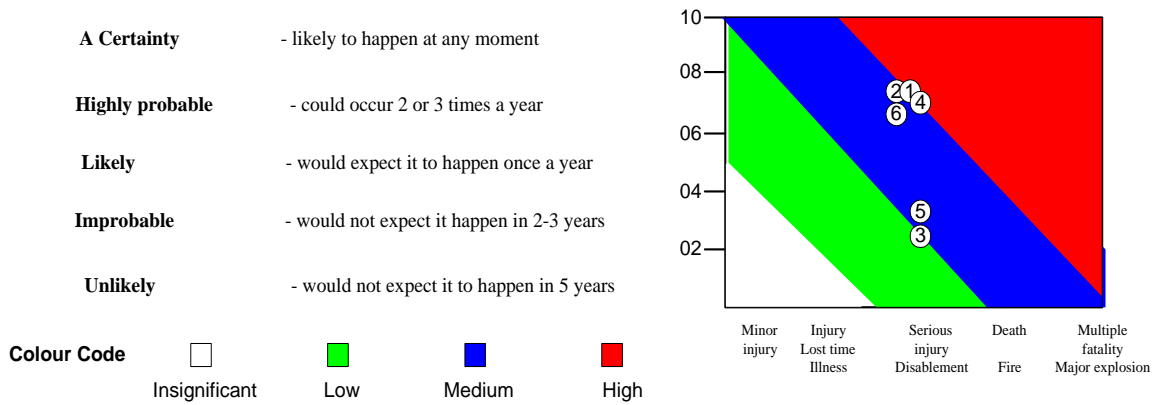
<p>Are risks 'low' given above safeguards</p> <p style="text-align: center;">YES/NO</p>	<p>Signed</p>	<p>Appointment</p>	<p>Date</p>
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Risk Assessment & Safety Method Statement

Title: <p style="text-align: center; margin: 0;">Use of Stepladders</p>		Expected Duration:
		Location:
Brief Description of task	This risk assessment and general arrangements cover the use of stepladders during the merchandising of shelving and POS material in B&Q stores	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. Over reaching	HIGH
	2. Over balancing	MEDIUM
	3. Falls from height	LOW
	4. Climbing on rails	HIGH
	5. Using boxes etc. to gain additional height	MEDIUM
	6. Damaged stepladder	MEDIUM
Persons at risk	NAM retail staff Other contractors in working areas Store staff and customers	
Person in charge	NAM's site foreman	
Qualified persons involved		

Risk Assessment:



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

MEASURES NECESSARY TO REDUCE HAZARDS

Stepladders come in various sizes and therefore this assessment is generic and based on good/safe working practises. There is a significant risk of falls from height in the event of employees using this simple piece of equipment incorrectly.

Safe use of stepladders

Care must be taken when positioning the steps to avoid blocking off access routes and they must be positioned as such to avoid the necessity for the user to over - reach/balance to complete the task.

All steps must be positioned correctly before any work can proceed. They should be set at right angles to the work.

The legs of the stepladder must be positioned as far apart as the retaining hinges allow, with all four legs firmly and squarely on the ground.

When stepladders are used, the knees of the person using the stepladder, should be kept below the top step. The top tread of a stepladder must not be used as a working platform, unless it has been designed and constructed as such, with a secure handhold.

Under no circumstances is the user to use aids, such as boxes etc., or the guard rails (when fitted) to gain additional height. If the correct height and position cannot be achieved without resorting to the use of unauthorised aids then the task must be halted and an alternative method identified.

Training

The routine use of stepladders should be for access and short duration work only. The team leader is to ensure that all employees using stepladders have been given sufficient training to enable them to inspect and use the steps in a safe and proper manner.

Measures necessary to minimise remaining significant risks

Team leaders to supervise the use of stepladders.

Safe systems of work in operation.

Regular maintenance checks to be carried out.

All incidents/accidents must be reported, recorded and investigated.

These measures are assessed as reducing the risks in this work to "low"

Are risks 'low' given above safeguards YES/NO	Signed	Appointment	Date
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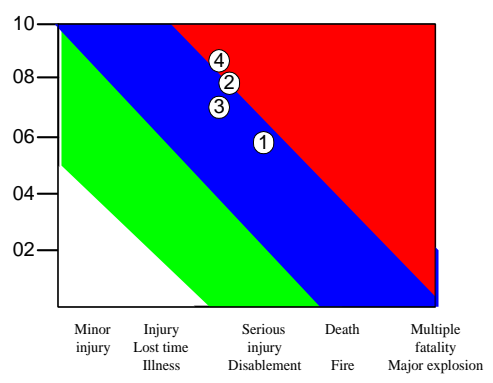


Risk Assessment & Safety Method Statement

Title: <p style="text-align: center;">Unloading of delivery vehicles</p>		Expected Duration:
		Location:
Brief Description of task	<p>The merchandising of B&Q stores involves the receipt and un-loading of the store's range of equipment and materials in busy and congested areas.</p> <p>Limited space is available internally for temporary storage.</p>	
Assessed hazards	Details:	Risk: High/Medium/Low
	1, FLT striking pedestrians	MEDIUM
	2. FLT colliding with other vehicles and equipment	HIGH
	3. FLT dropping loads when crossing uneven surfaces	MEDIUM
	4. Manual Handling	HIGH
Persons at risk	NAM retail staff Other contractors in working areas Store Staff	
Person in charge	NAM's team leader	
Qualified persons involved	FLT Operators	

Risk Assessment

- | | |
|------------------------|--|
| A Certainty | - likely to happen at any moment |
| Highly probable | - could occur 2 or 3 times a year |
| Likely | - would expect it to happen once a year |
| Improbable | - would not expect it happen in 2-3 years |
| Unlikely | - would not expect it to happen in 5 years |
-
- | | | | | |
|--------------------|-----------------|-------|----------|--------|
| Colour Code | □ Insignificant | ■ Low | ■ Medium | ■ High |
|--------------------|-----------------|-------|----------|--------|



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

Risks are assessed on the basis of all reversing being under the control of a trained marshaller and of other vehicle controls set out in B&Q's standard risk assessments and safe working systems.

The levels of activity over the full duration of merchandising will vary considerably. Risks are assessed for 'worst case' periods.

Risks are assessed on the basis of fully trained FLT operators working to normal safe working systems.

Risks will vary considerably with the nature and configuration of the equipment and/or materials being moved.

Although overall level of risk may vary with the factors discussed above there is significant risk in all variations of this work. Careful management and control procedures will be needed throughout.

Planning:

The general pattern, scale, and routes for forklift work will be discussed in advance of the working shift with the NAM's team leader and agreement reached that conflict with the store, and other contractors, operations in the FLT operating areas can be avoided. This planning must, in particular, identify areas in which FLT may encounter other staff working.

Alternative routes, times or other arrangements must be made to avoid such situations.

In advance of the work movable tape barriers will be fitted at the aisle ends.

Training:

FLT training requirements are set out in NAM's safety policies and risk assessments and meet the approved code of practice.

Only persons trained in accordance with the approved code of practise may act as FLT marshallsers.

Manual Handling

All NAM employees are given basic training in manual handling techniques. Specific manual handling hazards will be recognised by a separate, on going risk assessment programme

Management:

Call forward of delivery vehicles from the parking/holding area will be controlled by B&Q yard manager only when the unloading bay is fully clear and able to immediately receive it.

All vehicle movement in the unloading area is to be under the control of the appointed yard manager who will position vehicles to allow safe access by FL to each side.

FLT movement in the unloading area will be carefully controlled and a maximum of two FL allowed to operate (well clear of one another) at any one time. FLT's must be kept well clear of pedestrian routes and only allowed to approach and cross at right angles and where there is no threat to the stability of their loads.

The 'goods-in' area will be maintained to allow safe, two-way, passage of FLT's under the control of marshallsers.

Imminent danger:

Marshallsers must halt any FLT under their control at any sign of danger and must ensure that the FLT remain stationary until the danger is removed.

These measures are assessed as reducing the risks in this work to "low"

Are risks 'low' given above safeguards YES/NO	Signed	Appointment	Date
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NAM Retail Services

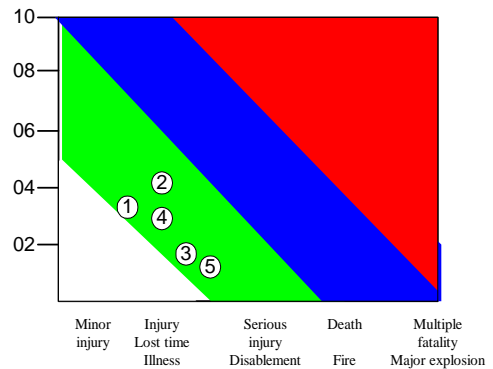
Risk Assessment & Safety Method Statement

Title:	Working outdoors	Expected Duration:
		Location:
Brief Description of task	This assessment and general arrangements covers the risks associated with outdoor merchandising activities within B&Q stores, delivery yards and outdoor sales areas.	
Assessed hazards	Details:	Risk: High/Medium/Low
	1. Numb extremities (fingers, toes)	LOW
	2. Slips due to wet/icy floors	LOW
	3. Loss of concentration	LOW
	4. Tiredness/Irritability/Discomfort	LOW
	5. Obstruction from PPE	LOW
Persons at risk	NAM staff	
Person in charge	NAM's Team Leader	
Qualified persons involved	Trained First Aider	

Risk Assessment

- A Certainty** - likely to happen at any moment
- Highly probable** - could occur 2 or 3 times a year
- Likely** - would expect it to happen once a year
- Improbable** - would not expect it happen in 2-3 years
- Unlikely** - would not expect it to happen in 5 years

- Colour Code**
- | | | | |
|-----------------|-------|----------|--------|
| □ Insignificant | ■ Low | ■ Medium | ■ High |
|-----------------|-------|----------|--------|



.... with risk assessed before site specific safe methods of work and risk reduction measures are applied.

Background:

Where exposure to cold/wet is unavoidable, workers must be provided with suitable protective clothing i.e. warm and waterproof.

When the body is working the production of heat increases. To maintain a balance between heat production and heat loss, insulation must be decreased. Properly designed cold weather clothing allows the wearer to remove layers or open vents and let the heat escape. This prevents overheating, which can be a serious problem in the cold, sweat accumulates in clothes and continues to evaporate during rests, chilling the body.

Planning:

Exposure to the elements will be kept to a minimum with the introduction of the following measures:

- Institute systems of work to minimise the length of time of exposure by job rotation.
- Provide suitable heated rest facilities (e.g. heated areas) and allow workers ready access to them.
- Provide suitable protective equipment.

Training:

All staff have received induction training and 'on the job' training, given by experienced personnel. This training includes the correct selection, and use, of any PPE.

PPE:

Staff are supplied with suitable PPE such as warm, waterproof clothing, gloves and sturdy, protective footwear.

Reference:

Workplace (Health, Safety & Welfare) Regulations 1992

Personal Protective Equipment at Work Regulations 1992

These measures are assessed as reducing the risks in this work to "low"

<p>Are risks 'low' given above safeguards</p> <p style="text-align: center;">YES/NO</p>	<p>Signed</p>	<p>Appointment</p>	<p>Date</p>
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SITE INDUCTION & TRAINING

Site induction training. On first arrival at the site all workers must complete induction training which will be given by the site safety supervisor.

Induction will include:

- Site details, address and telephone number, location of the site telephone (for emergencies)
- Safety responsibilities
- Site security arrangements
- Site layout and nature of the works in progress/intended
- Site rules
- Welfare and first aid facilities – location, names of first aiders
- Fire and emergency procedures
- Escape routes
- Assembly point
- Location and types of fire extinguishers

SITE RULES

The following rules are to be observed by all on site. Site induction will include these rules and those working on site are required to sign indicating their agreement to comply.

- All those on site must complete site induction before beginning work
- Safety footwear is to be worn by all those on site at all times
- Individuals may only operate equipment for which they are trained and authorised
- Only 110 volt or battery powered electrical tools/equipment are to be used
- Waste and debris is to be cleared as work progresses and tools and materials stored only as agreed by the principle contractor
- Smoking is prohibited except in authorised 'smoking areas'
- NAM reserve the right to evict or refuse entry to any person for any reason considered prejudicial to safety or good conduct
- All those on site are required to wash before eating. Meals and drinks are only to be consumed in specified welfare areas

WELFARE ARRANGEMENTS

Welfare arrangements will be agreed with store managers at each site. Workers are not to take it for granted that all stores will allow them access to toilets and canteens. Once agreement has been reached these facilities are to be kept clean and tidy at all times.

EMERGENCIES

Fire. Emergency action in the event of a fire will be based on the store fire procedures. Details of these procedures will be included in the site induction training. Within the immediate work area workers should, in the event of a fire,

- Raise the alarm – shout “Fire”
- Switch off all electrical and other appliances
- Evacuate the area (fight the fire with extinguishers if it safe to do so)
- Alert the site foreman and store staff
- Follow the store procedures

The site safety supervisor will:

- Ensure that emergency escape routes are available and sufficient for the number of workers involved
- Ensure that those in their work parties are aware of the escape routes
- Bring to the immediate notice of the store manager any potential difficulties in maintaining suitable routes for workers or the public

First aid.

A first aid box will be available at the store but all contractors are to provide suitably trained first aiders (or appointed persons) relative to the numbers of their employees on site and the nature of work to be undertaken. Contractors should pass names of nominated first aiders to the principal contractor’s site foreman on first arrival on site (and subsequently for any changes)

First aid arrangements will be included in the initial site briefing given to all workers on first arrival at the site.

ACCIDENT REPORTING

All accidents will be recorded in the site accident book kept by the site safety supervisor.

All reportable accidents are subject to the procedures detailed in Reporting of Injuries, Diseases and Dangerous Occurrences Regulations with:

- Death or injury, and over three day injuries or decease – reported by the person’s employer.
- Death or an injury requiring hospital treatment of a person at the site not directly involved in the works – reported by the principal contractor.
- Dangerous occurrences at the site – reported by the principal contractor.
- Accidents or dangerous occurrences during transport to or from the site or in preparatory works at contractor’s premises must be reported by that contractor – the principal contractor should however be informed of such incidents.

The site safety supervisor will inform the duty manager of any reportable accidents on site.



HEALTH INFORMATION TO EMPLOYEES ON SHIFT WORK

Shift work can be disruptive to the body's rhythms. The following information is provided to enable you to cope more fully with shift/night work and to maximise your enjoyment of your social life.

Subject	Advice
Fitness	1. Take plenty of physical exercise. If you are unused to such activity, build up slowly. Consult your GP if you suffer from high blood pressure etc.
Sleeping	2. Try to get to sleep where possible, before sunrise. 3. Do not consume alcohol or caffeine before going to bed. 4. Spend some time relaxing before going to bed. 5. Try to maintain consistent sleeping hours. 6. Go to bed, don't snatch sleep elsewhere.
Eating	7. Try to eat a balanced diet including plenty of protein. 8. Avoid eating greasy foods. 9. Drink plenty. 10. Eat a light meal before bed, so that you do not wake hungry. 11. Eat a meal during your rest break at work.
Adapting to shift work	12. Recognise that shift work can have an effect on your body, and adapt your lifestyle accordingly.
Social arrangements	13. Plan your social life in advance. 14. Maintain you're outside hobbies and interests.
Where to get extra help	15. Your work colleagues may be able to provide you with some useful tips. 16. If problems are experienced, discuss these with your supervisor.



Induction Form for all NAM Retail Workers

This form must be completed by all workers whether Temporary / Agency / Part-Time or Full-time staff prior to commencing their first shift.

Location _____ Date / Time _____

Expected Duration of Task _____

I, the undersigned, have received the site induction training including:

- Site rules
- Welfare arrangements
- Emergency procedures
- First aid
- Accident reporting

I the undersigned have read and understood the Method Statement and Risk Assessments.

I agree that I understand the assessment of the hazard and the risk that the hazards present.

Name	Signature	Date

If you are in any doubt or concerned about the above, seek advice from your team leader.

Induction carried out by:

Print Name:

Position:

Date



The authorised trainer of NAM Retail Services is

This is to certify that:

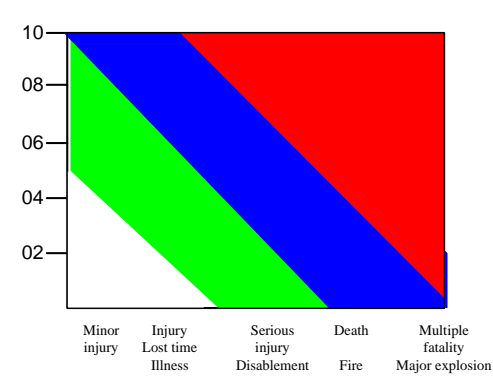
- a) I have carried out training, as indicated on the activities, operations and/or equipment listed
- b) I am satisfied that the people named below have demonstrated competence in the activities, operations and/or equipments listed and have met all training objectives for those activities, operations and/or equipments, including:
 - (1) Correct selection of equipment for type of work to be done
 - (2) Purpose and adjustment of guards and safeguards
 - (3) Correct selection and use of safety devices - including PPE
 - (4) Practical understanding and application of legal requirements
 - (5) Safe working practices - including Risk Assessments and Method Statements

Signed (Trainer)

Operator's name	Activities, Operations or Equipments												
	Risk Assessments	Method Statements	Manual Handling	Hand Tools	Pallet Truck	Work at height	Re-profile shelves	Fork lift truck**	MEWP**	PPE	Banding machine	Ticket/Labeling	Merchandising

** Training to be given by outside agencies - all operators are to be in possession of certificate of training

Risk Assessment & Safety Method Statement

Title:		Expected Duration:									
		Location:									
Brief Description of task											
Assessed hazards	Details:	Risk: High/Medium/Low									
	1.										
	2.										
	3.										
	4.										
	5.										
	6.										
	7.										
	8.										
Persons at risk											
Person in charge											
Qualified persons involved											
Risk Assessment											
<p>A Certainty - likely to happen at any moment</p> <p>Highly probable - could occur 2 or 3 times a year</p> <p>Likely - would expect it to happen once a year</p> <p>Improbable - would not expect it happen in 2-3 years</p> <p>Unlikely - would not expect it to happen in 5 years</p>											
<p>Colour Code</p> <table style="display: inline-table; border: none;"> <tr> <td style="text-align: center; padding: 0 10px;">□</td> <td style="text-align: center; padding: 0 10px;">■</td> <td style="text-align: center; padding: 0 10px;">■</td> <td style="text-align: center; padding: 0 10px;">■</td> </tr> <tr> <td style="text-align: center;">Insignificant</td> <td style="text-align: center;">Low</td> <td style="text-align: center;">Medium</td> <td style="text-align: center;">High</td> </tr> </table>		□	■	■	■	Insignificant	Low	Medium	High		
□	■	■	■								
Insignificant	Low	Medium	High								
<p>.....with risks assessed before site specific safe methods of work and risk reduction measures applied</p>											

Controls/safeguards

Are risks 'low' given above safeguards

YES/NO

Signed

Appointment

Date



ACCIDENT INVESTIGATION FORM

Injured person's name:
Address:
Occupation:
Date of accident:
Time of accident:
Location of accident:
Nature of the injury:
What first aid was given?:
Did the person go to hospital? Yes/No
Name and address of Hospital:

Give full description of the accident:
State what the injured person was doing at the time:
Was the injured person carrying out authorised tasks:
If the person fell from height, state distance:

If machinery was involved, give name and location of it now:

Was it working at the time of the accident?

What action has been taken to prevent recurrences?

Name & address of witness:

Name & address of witness:

Name & address of witness:

In the case of a serious accident, has the relevant authority been informed? **Yes/No**

This report was completed by:

Signature: _____ Date: _____

Senior Supervisor / Manager's recommendations:

Signature _____ Date _____

Project Controllers comments:

Signature _____ Date _____