



# Health & Safety Booklet

## EMERGENCY CONTACTS

Emergency services	999
B4SH Office	01483 347437 or <a href="mailto:safety@b4sh.org.uk">safety@b4sh.org.uk</a>
Electricity (UK Power Networks)	0800 783 8866 Or 105 (National Power Cut Helpline) and be put through free of charge
Gas (Emergency Services Line)	0800 111 999
Water (Thames Water 24 hour leak line)	0800 714 614

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# 1. INTRODUCTION

## **B4SH Policy Statement**

Broadband for Surrey Hills Ltd (B4SH) is committed to ensuring the highest standards of health and safety, which are reasonably practicable to attain, for all workers (both volunteer and employed) and for the general public. Due to the large number of sites, wide range of worker experience, their self-determined working hours and the use of their own tools, this objective can only be achieved with all workers' full co-operation.

## **Your Health and Safety Responsibilities**

- You have a duty to take reasonable care of your own health and safety, and that of others.
- You have a duty to co-operate with B4SH on health and safety matters.
- You have a duty to follow the training and guidelines you have received.
- You have a duty to ask questions and raise concerns if you are unsure about anything that might prove a hazard.

The Government's statutory 'What You Need to Know' notice regarding health and safety law is reproduced at the end of this booklet.

## **This Booklet**

This booklet has been specially designed as a guide to provide health & safety information for all workers (volunteer or employed) of B4SH. It is designed to help raise your awareness of potential hazards that could lead to an accident or ill health in B4SH work activities and highlight the best practice principles on safe ways of working.

The booklet has been divided into specific task areas so please study and apply the guidelines of the areas relevant to you.

## 2. ESSENTIAL CONSIDERATIONS

### Accident Recording, Reporting and Investigation

It is essential that all accidents *and* near misses of are recorded and reported to B4SH. Certain types of work related injury must be reported by B4SH under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995). In the event of an accident or 'near miss', please see that the following information is recorded and reported. Accident books are kept by B4SH for 3 years and comply with Data Protection law.

- Your name and contact details (home address, telephone number and email)
- A description of the accident / near miss
- The names of any casualties
- Any action that was taken
- Names, and if possible contact details, of other witnesses

**RIDDOR: Incidents of a serious nature (e.g. involving unconsciousness, hospitalisation, road traffic, gas/electric main or an injury to the general public) must be carefully recorded and reported to the B4SH office immediately on 01483 347437 and [safety@b4sh.org.uk](mailto:safety@b4sh.org.uk).**

### Working Teams & Pre Job Briefings

Always be aware that it is safer to work in groups than alone! When working in groups the most experienced worker on site should be appointed to act as safety observer. They should give other workers a briefing on the hazards and precautions relevant to the task to be undertaken. This should cover considerations such as;

- Has everyone seen and read the B4SH Health and Safety Booklet?
- Has everyone done the current task before?
- What are the risks to themselves and others?
- What could go wrong and what should be done if it does?
- What has happened in the past?

All workers should assist the appointed safety observer by being aware of inexperienced workers turning up on site later in the day. These new workers should be referred to the appointed safety observer for briefing.

### Risk Assessment

Before starting any task, consider the hazards that may be involved. Where foreseeable these have been covered in this booklet, but your task may have its own unique hazards due to unforeseeable terrain, tools etc. If you consider there is a risk, then discuss the task carefully with your local leader or other experienced workers before continuing. Consider what Personal Protective Equipment might be required or other precautions that could be taken. If you still have doubts about the task's safety then inform B4SH and do not proceed. Outline risk assessments for foreseeable tasks are included in this booklet.

## **Personal Health, Alcohol and Drugs**

Consumption or working under the influence of alcohol or illegal drugs is not permitted whilst working for B4SH.

If you are taking prescription drugs or have any health issues that may affect your work, please do not undertake any work for B4SH until you have discussed these with your doctor. If the prescription guidance notes advise that you should refrain from operating machinery, or from driving you must adhere to this and refrain from any activity that could put yourself or others at risk.

## **Personal Clothing, Jewellery, Long Hair, Mobile Phones**

Dressing safely and appropriately for your job will reduce your risk of injury.

- When working with plant or tools with moving parts do not wear jewellery or loose clothing that may catch or snag, and ensure that long hair should be tied back or secured with a hat.
- Mobile phones must not be used whilst doing any operation where safety is important and their use might interfere with concentration.

## **PPE: Personal Protective Equipment**

All workers are required to use PPE that is appropriate for the task being undertaken.

- Consider your footwear: are your feet at risk? Should you be wearing boots with safety toecaps?
- Consider your hands: manual work often results in cuts and grazes that can easily be protected against with leather gloves.
- Eye protection should always be worn when operating power tools.
- Hearing protection should always be worn when working in loud environments, particularly for sustained periods.
- High visibility clothing should always be worn whenever working alongside public highways and is ideal when working with vehicles or plant.
- Head protection may be necessary in some circumstances.

## **Protecting Young People**

Where young people under 18 years are working they shall only do so under supervision by a parent or other designated responsible adult. This adult shall be responsible for their health and safety in accordance with this booklet. Please be aware that younger children will be more at risk to hazards due to inexperience, immaturity and lack of awareness. Please take time to properly warn them of hazards and show them how to behave safely. It is against the law to allow a child under 13 to ride on or drive agricultural self-propelled machines.

## **Protecting the General Public**

B4SH work-sites sometimes cross public footpaths or publicly accessible land.

- Consider any hazards they may encounter and advise them before they are at risk.
- Consider guiding them on an alternate route around the working area.
- When leaving a publicly accessible site ensure that it is left safe using an appropriate combination of signs, barriers, fencing and boards over excavations.

### **3. RISK ASSESSMENTS FOR COMMON B4SH TASKS**

#### **Risk Assessment for Digging and Laying Duct**

Read the following safety procedures that relate directly to tasks involved in digging and laying B4SH duct.

- |  |                       |
|--|-----------------------|
| SP1. Lifting and Handling              | SP4. Flammables       |
| SP2. Hand and Power Tools              | SP5. Deep Excavations |
| SP3. Vehicles, Diggers and Other Plant | SP7. Livestock        |

### **Risk Assessment for Installing House Fittings**

Read the following safety procedures that relate directly to tasks involved in installing B4SH house fittings:

- |  |                         |
|--|-------------------------|
| SP2. Hand and Power Tools              | SP10. Fire Safety       |
| Sp.6 Ladders and Work at Height        | SP11. Electrical safety |
| SP8. Indoor Trip, Slip and Fall Hazard |                         |

### **Risk Assessment for 'Blowing' Fibre**

This task should always be conducted/supervised by a B4SH approved 'blowing' technician. Read the following safety procedures that relate directly to tasks involved in 'blowing' B4SH fibre:

- |  |                                |
|--|--------------------------------|
| SP1. Lifting and Handling              | SP4. Flammables                |
| SP2. Hand and Power Tools              | SP8. Trip, Slip & Fall Hazards |
| SP3. Vehicles, Diggers and Other Plant |                                |

*In addition to the above it is essential to consider that if you are at the receiving end of a duct waiting for fibre or a sponge to be 'blown' to you, DO NOT LOOK DOWN THE DUCT as the sponge/fibre will come out at speed and could injure an eye.*

### **Risk Assessment for Splicing Fibre**

This task should always be conducted/supervised by a B4SH approved splicing technician. Read the following safety procedures that relate directly to tasks involved in 'blowing' B4SH fibre:

- |   |                         |
|---|-------------------------|
| SP8. Indoor Trip, Slip and Fall Hazards | SP11. Electrical safety |
| SP10. Fire Safety                       | SP12. Fibre Safety      |

### **Risk Assessment for Office Workers**

Read the following safety procedures that relate directly to tasks involved in office work:

- |   |                         |
|---|-------------------------|
| SP8. Indoor Trip, Slip and Fall Hazards | SP10. Fire Safety       |
| SP9. DSE: Display Screen Equipment      | SP11. Electrical safety |



## 4. SAFETY PROCEDURES

### SP1. Lifting and Handling

The majority of manual handling injuries are not attributed to a single handling incident but build up over a period of time. Injuries are not just due to heavy loads but also to long carrying distances, twisting, stooping or reaching.

- If you are pregnant or have a health problem, do not try heavy or awkward lifting.
- Are there mechanical aids that can help you?
- If required, enlist the help of other workers then discuss and agree a plan for the lifting or handling task.
- You may need to prepare the path so it is not wet, slippery or obstructed.
- Consider your grip on the load and its weight distribution and instability.
- Will work gloves give you better protection or compromise your grip?

Good handling technique

- Position your feet either side of the load, placing your leading leg as far forward as is comfortable.
- When lifting from a low level, bend your knees but be careful not to over flex.
- Lift smoothly, keeping your back straight and your shoulders level and facing in the same direction as your hips.
- Keep the load close to your body for as long as possible with the heaviest side next to you.
- Move your feet when you are turning to the side. Do not turn your upper body without moving your feet.
- Lower the load in the same controlled manner as you lifted it.

### SP2. Hand and Power Tools

Hand and power tools cause thousands of injuries each year. Hand tools surprisingly cause ten times more injuries than power tools.

- Inspect the tool for damage (including damage to cables on power tools); if there is any present – DO NOT USE THE TOOL.
- Make sure all power tools are properly earthed and have the correct fuses.
- Do not overload electrical sockets.
- Do not place or use tools where they might be damaged or cause a trip hazard.
- Workers should only use power tools for which they have appropriate skill/ experience or training.
- Do not allow cables or wires to come into contact with water.
- Do not carry or drag a power tool by its cable.
- Always disconnect power tools from the mains when they are not in use, or when changing their fittings.
- Please report any damage of B4SH tools to your local leader.
- Always wear suitable PPE (e.g. safety glasses) especially when using power tools.
- Avoid loose clothing, jewellery and long hair especially when using power tools.
- Allow plenty of working space away from children and animals.

- Store tools safely between use, particularly in B4SHs case; duct cutters and Stanley knives.

### **SP3. Vehicles, Diggers and Other Plant**

26% of fatalities in agriculture are caused by tractors/vehicles/plant. You should not attempt to use any plant or other equipment unless you have had suitable and appropriate training. It is against the law to allow a child under 13 to ride on or drive agricultural self-propelled machines.

#### **Bystanders**

- Make sure the driver/operator can always see you: their field of view is restricted and they may not hear you.
- Keep your distance from moving vehicles, especially those reversing or those with digger arms.
- Never ride as a passenger on vehicles/plant, which are not designated to carry passengers.

#### **Drivers/operators:**

- Inspect your machine for defects before you commence work.
- Carry out and record statutory inspections and routine maintenance.
- Never allow passengers to ride on a machine, which is not designated to carry passengers.
- Be aware of overhead power lines and other obstructions.
- Park only on level ground with the brakes applied and bucket or other attachments resting on the ground.
- Always make sure you remove the ignition key when away from your vehicle/plant.
- Constantly check your path is clear whether moving forwards or in reverse.

### **SP4. Flammable Materials**

This particularly refers to fuel cans used for compressors, generators and vehicles.

- Only ever use containers that are properly certified for the function required.
- Ensure containers are properly labelled.
- Do not smoke or use a naked flame near flammables.
- Keep containers securely closed when not in use.
- Containers must only be opened in an outdoor / well ventilated space.
- Treat empty containers with caution as they may still contain flammable vapour.

### **SP5. Deep Excavations (over 1.2m)**

One cubic metre of soil can weigh as much as one tonne and so can prove very dangerous or lethal if it collapses on a person.

- Any excavation deeper than 1.2m must have sides sloped or supported.
- In granular soils, the angle of slope shall be less than the natural angle of repose of the material being excavated.
- In wet ground a considerably flatter slope will be required.

- Drivers of mobile plant must take special care when operating close to the edge of excavations as the ground will be weaker and may give way.
- Materials and equipment must not be stacked close to the edge of deep excavations.
- Ensure you have suitable ladder access so you can get yourself out easily.
- Dig well away from underground services.

### **SP6. Ladders and Work at Height (over 2m)**

16% of fatalities on farms are due to falls from height. If in doubt, please contact a B4SH local leader as work may need to be passed to a qualified specialist.

- Works can only be conducted from a ladder when the job is of short duration and can be done safely.
- Before commencing work, inspect the ladder for damage. Never attempt to repair damaged ladders.
- Ladders should be set on a firm base, resting at an angle that is not too steep or flat. The recommended angle for ladders is 75° to the horizontal i.e. one out for every four up.
- If the ladder cannot be tied at the top, it must be fixed at the base and/or a second person must foot the ladder before it is used.
- Ensure that your footwear is free from excessive mud before you climb a ladder.
- Ensure people are not directly below you and take care not to drop anything.
- Never over-reach from a safe working position.

### **SP7. Livestock**

When B4SH work in farmland, workers are guests of those landowners. If you are due to work in a field with large livestock, e.g. cows, and have concerns please check with the farmer or experienced B4SH leader to confirm the stock are not a hazard to you, and that your work will not endanger them.

- Leave gates as you find them.
- Avoid startling stock with sudden or loud noises.
- Keep dogs under control.
- Take all litter or anything potentially harmful to livestock home with you.

### **SP8. Trip, Slip and Fall Hazards**

The single most common cause of injuries at work is following a slip, trip or fall.

- Keep working areas and access (e.g. passageways) clear of trip hazards.
- Secure or move trailing leads.
- Do not leave desk or filing cabinet drawers open.
- Clear up indoor spillages quickly.
- Put up respective signage for wet floors.
- Do not climb or stand on unstable material.
- Do not run or rush about.

## **SP9. DSE: Display Screen Equipment**

If you are working for B4SH on a computer workstation, please contact [safety@b4sh.org.uk](mailto:safety@b4sh.org.uk) or 01483 347437 for 'Display Screen Equipment' (DSE) guidelines which advise on healthy posture, regular breaks and positioning of screen, keyboard and mouse.

## **SP10. Fire Safety**

- Poor housekeeping/rubbish build-up is the main contributory factor in fires.
- Do not smoke indoors.
- Consider the guidelines for Electrical Safety and Flammable Materials.
- If you discover a fire, raise the alarm.
- Only endeavour to tackle a fire with appliances provided, if you are certain there is no risk of danger to yourself or others and you have been trained in the use of the appliances.
- Do not stop to collect personal belongings.
- Leave the building by the nearest exit route and report to the designated assembly point.
- Account for all persons who were on the premises.
- Do not re-enter the building until instructed by the Fire Services.
- At all times act quickly, quietly and keep calm.

## **SP11. Electrical Safety**

Defective plugs, sockets and leads cause more electrical accidents than the appliances themselves.

- DO NOT overload electrical sockets.
- DO NOT use taped joints to connect cables.
- DO report faulty equipment. Internal faults can cause fires.
- DO switch off equipment before unplugging and before cleaning

## **SP12. Fibre Safety**

Optical fibres are pieces of glass and like all glass, they can cause injury. The real danger is when fibres are stripped from their insulation and cut. This results in short 'needles' of glass fibre. Unlike a wood splinter, these glass slivers will not degrade inside your skin. The consequences of getting a sliver in your skin are pain and possible infection, but a sliver in the eye could result in permanent damage to your vision. And if ingested into the bloodstream they can cause internal bleeding and conceivably death.

- ONLY B4SH APPROVED TECHNICIANS MAY SPLICE FIBRE.
- Never look down a fibre that may be live; the light used is invisible but will damage the retina.
- Never strip or cut fibre unless you have been properly trained.
- Always wear eye protection whenever cutting fibre.
- Always work on a hard flat surface that dropped fibre slivers can easily be removed from.
- A black work area will show up slivers of fibre most clearly.
- Keep others including children and animals away.
- Do not eat or drink near your work area.

- Use the sticky side of adhesive tape to pick up any dropped slivers of fibre.
- Always safely store fibre offcuts, slivers and adhesive tape in a designated 'sharps' container ready for proper incineration.
- Never handle contact lenses or touch your eyes unless you are absolutely certain your hands have been thoroughly cleaned.
- If you have an accident with fibre, then seek medical attention immediately.

## 5. HEALTH AND SAFETY LAW

The following is the UK Government, Health and Safety Executive, statutory notice for all workers (published by the Health and Safety Executive and licensed under the Open Government Licence).

### Health and Safety Law

#### What you need to know

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

#### What employers must do for you

1. Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
2. In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
3. Consult and work with you and your health and safety representatives in protecting everyone from harm in the workplace.
4. Free of charge, give you the health and safety training you need to do your job.
5. Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.
6. Provide toilets, washing facilities and drinking water.
7. Provide adequate first-aid facilities.
8. Report major injuries and fatalities at work to our Incident Contact Centre: 0845 300 9923. Report other injuries, diseases and dangerous incidents online at [www.hse.gov.uk](http://www.hse.gov.uk).
9. Have insurance that covers you in case you get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
10. Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

#### What you must do

1. Follow the training you have received when using any work items your employer has given you.
2. Take reasonable care of your own and other people's health and safety.
3. Co-operate with your employer on health and safety.
4. Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.

#### If there's a problem

1. If you are worried about health and safety in your workplace, talk to your employer, supervisor, or health and safety representative.
2. You can also look at our website for general information about health and safety at Work.
3. If, after talking with your employer, you are still worried, you can find the address of your local enforcing authority for health and safety and the Employment Medical Advisory

Service via HSE's website: [www.hse.gov.uk](http://www.hse.gov.uk)

### **Fire safety**

You can get advice on fire safety from the Fire and Rescue Services on your workplace fire officer.

### **Employment rights**

Find out more about your employment rights at: [www.gov.uk](http://www.gov.uk)

## 6. NOTES