

Health and Safety Policy

We believe that ensuring a safe working environment and minimizing the risk of accidents will contribute to both the wellbeing of our staff and customers and will also have a beneficial impact on business performance. Staff at Frampton Garage have a duty to comply with all health and safety rules and regulations at all times when working at or away from the premises.

Purpose of policy

1. Frampton Garage takes health and safety issues seriously and is committed to protecting the health and safety of its staff and all those affected by its business activities and attending its premises. This policy is intended to help Frampton Garage achieve this by clarifying who is responsible for health and safety matters and what those responsibilities are.

Who is responsible for workplace health and safety?

2. Achieving a healthy and safe workplace is a collective task shared between the employer and staff and is followed by all visitors. This policy and the rules contained within it apply to all staff of the employer, irrespective of seniority, tenure, and working hours. This includes all employees, directors, consultants, contractors, agency staff, trainees and apprentices. However, customers are expected to follow all rules and guidelines set out in this policy, as Frampton Garage will not be responsible for individuals who are not complying with Frampton Garage policies.
3. Nicole Endicott is ultimately responsible for the health and safety policy and ensuring that the correct measures are put into place to minimise risks to health and safety. Any changes to health and safety will be advised to all staff in a memo and the appropriate action will be taken.

Frampton Garage responsibilities

4. **Frampton Garage are responsible for:**
 - a. Taking reasonable steps to safeguard the health and safety of staff, customers, and people affected by the operation of the business activities;
 - b. Identifying health and safety risks and finding ways to overcome them/maintain a safe working environment including equipment and systems;
 - c. Providing a safe and healthy place of work and safe entry and exit arrangements during an emergency situation;
 - d. Providing safe arrangements for the use, handling, and storage of articles and substances;
 - e. Providing adequate information, instruction, training and supervision to enable all staff to do their work safely, to avoid hazards and to contribute positively to their own health and safety at work. Frampton Garage must provide the same quality of health and safety supervision to all customers attending the premises.
 - f. Ensuring health and safety representatives receive appropriate training to carry out their functions effectively and to ensure that the proper induction and safety training is given to staff within their role. All staff must cooperate with any impending investigation into health and safety, whether an incident has occurred or not.
 - g. Regularly maintaining and improving health and safety policies to meet new rules and regulations.
 - h. Staff at Frampton Garage are responsible for maintaining individual health, safety and hygiene and to always keep a tidy workplace for others who may be affected by their actions.
 - i. Staff must report all health and safety concerns to the person responsible for the policies.

Customers responsibilities

5. **Customers are responsible for:**
 - a. Adhering to the health and safety policies set out by Frampton Garage whilst at the premises. I.e. not entering the prohibited areas such as the workshop.
 - b. To understand that the environment is hazardous, and that time pressure or high demand will only cause risk to the wellbeing of the staff, vehicle, premises and customer.

Risk assessments, fire safety and COSHH

6. All necessary procedures and policies have been met and a copy of these can be requested from a member of staff. Assessments have been carried out to determine the risks, who could be affected by them and how they need to be minimized or dealt with correctly. All staff have been given a detailed copy of the health and safety policy and have signed to say that they understand the policy and are aware of all the potential risks and how to handle an incident.
7. Following risk, fire and COSHH assessments any areas that need further implementation of safety procedures will need to be done so within 2 weeks of the assessment to ensure that we are compliant as soon as possible, this may include further training of staff or change of design/plan of workshop.
8. There are many fire extinguishers and fire blankets located within the office and workshop and must be used if possible for small fires immediately. Employees and Director(s) must sound the fire alarm and get everybody out of the building as quickly as possible, all personal belongings must be left behind, and the emergency services must be called. In the event of a fire, employees and Director(s) must go to the fire assembly point located at the car park entrance, signs will be present. Employees must assist others and be aware of personal safety and responsibility whilst evacuating from a fire. Investigations will commence when safe to do so to establish the causes and necessary changes to fire safety will be implemented.
9. The Director(s) will check that any new substances can be used safely before they are purchased; All appropriate personal protective equipment and clothing will be present for employees to use to ensure safe handling of substances for example; Nitrile gloves. Employees must be cautious and vigilant when handling substances, employees are encouraged to clean hands thoroughly and use barrier creams provided, training will be provided to employees who are unsure on how to use hazardous substances. Any spillages must be cleaned up promptly and employees must be vigilant at all times when using hazardous substances.
10. All relevant signs and warnings are present within both premises and their meaning or instruction must be followed.

Safe plant and equipment, fumes and workshop defects

11. All new equipment and plant will require all staff to be properly trained to use the machinery before use. When using equipment and machinery, all employees must wear appropriate personal protective equipment and clothing. Any defects must be effectively reported to another member of staff promptly and recorded within the defect log. Frampton Garage will make sure that all equipment and machinery meets the industry standard and is safe to use within the workshop, any certification will be available for viewing and all required maintenance will be implemented. All electrical equipment and sockets are PAT tested independently and on a three-yearly basis. Training will be offered to any employee if they do not feel competent to use any machinery or equipment. Any equipment should be turned off when not in use or supervised at all times when in use.
12. All defective equipment, tools or software that is damaged or faulty must be reported to director(s) immediately. Employees will have to fill out a defect log and fully outline which equipment is faulty, and appropriate action will be taken to resolve the issue. The defect log is located within the office and employees are encouraged to use it to report defects.
13. Extractor systems and ventilation are fitted and maintained regularly alongside opening doors and windows to regulate fresh air, masks are provided to reduce inhalation of fumes for employees.

Driving and manoeuvring vehicles.

14. When driving customer vehicles, it is important to be vigilant at all times, especially when reversing and parking. All manoeuvring must be done by employees and not by customers, as employees will be cautious when driving around the premises, stay safe by driving within the speed limits, and any vehicle that is not safe to drive will be clearly noted. Staff should ask colleagues to help guide them in and out of the premises using all mirrors including the ones on the building.
15. All relevant insurances are put into place to enable Frampton Garage to drive customer vehicles, copies can be requested. All staff have full UK driving licenses.

Accidents, first aid, work-related ill health and hygiene

16. The qualified first aider is Nicole Endicott (certificate available upon request) any accidents must be reported to Nicole who will fill in the accident book and administer first aid where needed. All first aid boxes are present, sign posted and are maintained regularly. All accidents and cases of work related ill health are to be recorded in the accident book, which is kept in Reception.
17. All staff must advise their employer of ill health that may affect their ability to work and changes to the work schedule and environment will be made where necessary.
18. Staff are expected to turn up to work with good hygiene and in a presentable manner in uniform provided, hands must be washed after any job to avoid contamination, or gloves used where possible. All staff must use seat covers and floor mats when in customer vehicles to prevent any oil or contamination to their vehicle.
19. The workshop is expected to remain tidy with extra care to the kitchen and toilet areas. Staff must tidy their own workstations, toolboxes and tools once finished with them.
20. The workshop must be kept free from obstruction, and all excess spillages must be cleared promptly, this will ensure that it is safer to evacuate in the event of a fire.
21. Staff must be wearing their steel toe capped boots always to minimize the risk of slipping; gritted paint is used on the floors to increase grip. Any ramps or raised areas are clearly outlined or signposted, and only staff are permitted to enter the workshop.
22. All staff have been advised and given information regarding various ways to minimize accidents including safe manual handling and lifting.

Non-compliance with health and safety rules

23. Any breach of health and safety rules or failure to comply with this policy will be taken very seriously and is likely to result in disciplinary action against the offender. Any customers that are not compliant with health and safety will be asked to leave the premises.
24. This policy will be monitored to check our working conditions and ensure our safe working practices are being followed, there will be periodic reviews.
25. All incidents that have occurred will be investigated using; witness accounts and CCTV any changes necessary will be made to improve health and safety.

There are various other policies that support this policy, and majority of documentation and certificates are present and located within reception. However, if there is any other support that you require please ask a member of staff for more information or further evidence of certification.

Julie Endicott
Director