

## **2.0 Health & Safety**

### **2.1 HEALTH & SAFETY POLICY**

Health & Safety is an issue that affects us all in our working lives. It stems from legislation and much of it has a legal basis, but more importantly, it has a moral basis and is about ensuring that all persons are given the same degree of security and safety, as we would wish to be given.

The Company regards the promotion of health & safety measures as an important factor in its operations, and considers that this policy is in the mutual interest of management, employees, clients and the general public. It is Company policy to do all that is reasonable to prevent personal injury and damage to property, and to protect everyone from foreseeable work hazards. This policy extends to the general public in so far as they come into contact with the Company, its employees and its services.

This document aims to set out this Company's policy with regard to Health & Safety at Work for its employees, and where appropriate its sub-contractors.

If any employee or sub-contractor has any questions or proposal regarding this document, they should contact Mark Austin who will review this policy at least annually.

Any breach of this policy will be treated as a disciplinary offence, and if considered to be serious enough, may result in the termination of employment of the offending party.

### **2.2 HEALTH & SAFETY POLICY STATEMENT**

Wing Parking undertakes:

- a) To provide and maintain safe and healthy working conditions and equipment in all places where staff are employed.
- b) To engage in active consultation with employees in any matters regarding health and safety.
- c) To provide training, instruction, information and supervision in order to enable employees to perform their work safely and efficiently.
- d) To ensure compliance with statutory requirements.
- e) To review and revise this policy as necessary and at regular intervals
- f) To give full backing to this policy, and to support those who endeavour to carry it out.

Signed: 

M M Austin  
Date: 22 April 2013

### **2.3 ORGANISATIONAL RESPONSIBILITIES**

Overall and final responsibility for Health & Safety is that of Mark Austin, Financial & Administration Director.

Day to Day responsibility for ensuring this policy is put into practice is delegated to Mark Austin, Financial & Administration Director.

Sector responsibility for monitoring & improving Health & Safety will lie with the Director level staff as listed:

Administration Staff  
Operational Staff

Administration Director  
Operations Director

Mark Austin  
Ray Dickens

## **Staff Handbook & Company Policy Documents**

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All Employees have a responsibility to:

- a) Comply with any instructions in the pursuance of Health and Safety
- b) Make themselves familiar with, and comply, with the Company's Health and Safety Policy and Handbooks.
- c) Take reasonable care of their own health & safety, and that of others.
- d) Wear the appropriate safety equipment/clothing and use any appropriate safety devices and to not interfere with anything provided to safeguard their health & safety.
- e) Promptly report any work situation, or any matter, in which there is a health & safety concern.

### **2.4 MONITORING**

- o To check that safe working practices are being operated, a policy of continual monitoring will operate by the Board of Directors:

Financial & Administrative Director  
Operations Director

Mark Austin  
Ray Dickens

- o The Board will meet every six months and at other times should circumstances require it in order to review and monitor Health & Safety matters.
- o The Financial & Administrative Director, Mark Austin, will call the meetings at the relevant times and will chair the meetings.
- o The Financial & Administrative Director, Mark Austin, will investigate all accidents and report to the Board
- o Any recommendations with regards to accident investigations or any other Health & Safety matter will be acted upon by the appropriate Director for the sector which is concerned

### **2.5 RISK ASSESSMENTS**

- o Risk Assessments will be undertaken by the Financial & Administrative Director or Operations Director depending upon the activity being assessed
- o The findings of the Risk Assessments will be reported to the Board of Directors
- o The Operations Director and/or the Administration Director will ensure any action required within their sectors is implemented
- o The Board of Directors will check that the implemented actions have had the desired effect
- o Risk Assessments will be reviewed every year or whenever work activity changes
- o Risk Assessments for operational activities will be based upon an overall assessment of the General Service being provided
- o Risk Assessments for any individual management location will only be carried out where there is a substantially higher perceived risk in that specific location compared to those that exist as "normal operating risks" in all other locations

### **2.6 EMPLOYEE CONSULTATION**

- o Employee representatives will be chosen through the seeking of volunteers and will usually be Supervisor level staff

## **Staff Handbook & Company Policy Documents**

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- o Consultation on Health & Safety matters is provided through the employee representatives at any time and through the Board
- o The Operations Director, Ray Dickens, will be responsible for ensuring all plant and equipment used on site and in the field is safe, adequate for the purpose and maintained correctly
- o The Financial & Administration Director, Mark Austin, will be responsible for ensuring all plant and equipment used on office premises is safe, adequate for the purpose and maintained correctly
- o Any problems with plant or equipment discovered by any staff should be reported to the relevant Director depending upon the location/usage of the equipment
- o The Operations Director, Ray Dickens, will be responsible for identifying and controlling all substances used on site and in the field before and after purchase.
- o The Financial & Administration Director, Mark Austin, will be responsible for identifying and controlling all substances used on office premises before and after purchase

### **2.7 INFORMATION, INSTRUCTION & SUPERVISION**

- o The Health & Safety Law poster is displayed at all premises where staff are actively working
- o Health & Safety advice is available from the Financial & Administration Director, Mark Austin
- o Any young workers/trainees will be supervised and monitored by the appropriate director for the sector in which the employee is engaged
- o Any Wing Parking staff working at premises other than our own will be given appropriate Health & Safety information by the appropriate Director
- o Any induction training will be provided, supervised and monitored by the appropriate Director
- o Job specific training will usually be provided by Supervisor level staff
- o Training records are kept with other personnel documents
- o Any required training will be identified, arranged and monitored by the appropriate Director
- o A first aid box and accident book will be kept at all premises where staff are actively working. Where staff are "mobile" a first aid kit will be stored in the motor vehicle
- o Any accidents must be reported to a Director who will ensure the accident book is completed.
- o Any accidents that require to be reported under RIDDOR regulations will be reported by the Financial & Administration Director, Mark Austin.

### **2.8 HEALTH & SAFETY HANDBOOK**

All employees are provided with a detailed Health & Safety Handbook for their particular position. They are expected to comply with that Handbook at all times. The Handbook contains important Health & Safety information on matters such as:

- o Risk assessments
- o Personal safety
- o Site visits
- o Dealing with violence & aggression
- o Moving of goods & Manual Handling
- o Handling cash & banking
- o Driving
- o Mobile Phones



- o Protective Clothing & PPE
- o Animal attacks
- o Working outdoors
- o First aid
- o Accident & Incident reporting
- o Stress
- o Fire
- o Sundry Health & Safety matters

## **2.0 GENERAL HEALTH & SAFETY**

If any employee has any concern, however minor, regarding ANY Health & Safety matter, they must bring it to the attention of their Supervisor, Manager or a Director at the earliest opportunity. Although the Company has its own policy and carries out its own Risk Assessments, they cannot excuse the responsibility of an employee to raise their own concerns in a prompt manner.

### **2.10 FIRE**

Each premise occupied by the Company is subject to its own Fire Action Plan which sets out the Fire Safety procedures to be followed by Company staff whilst carrying out their duties within the Company's premises.

This will be distributed to staff working at the site and/or will be on display in the premises. All staff are expected to familiarise themselves with the Fire Action Plan for their location of work.



## **Risk Assessment**

### **Parking Management On Site Parking Attendant Services**

Version 1403 – March 2014

**RISK ASSESSMENT FOR:**  
**ASSESSMENT DATE:**  
**ASSESSMENT UNDERTAKEN BY:**  
**NEXT REVIEW DATE:**

**PARKING MANAGEMENT -- ON SITE PARKING ATTENDANT SERVICES**  
**24 MARCH 2014**  
**MARK AUSTIN, RAY DICKENS**  
**MARCH 2015**

## **INTRODUCTION**

This is an annual review of an initial Assessment of health & safety matters arising from ongoing parking management and vehicle removal services operated for a variety of clients within Greater London.

Parking restrictions imposed by our clients result in the issue of parking charge notices (PCN).

All work is undertaken on private estate roads belonging to the client. No work is undertaken on the public highway.

## **STAFF**

In light of the nature of our operation, it is not practical for staff to be solely allocated to specific contracts, specific vehicles or specific geographic areas of operation. Staff must therefore be capable of several functions.

The services provided are not unique and it is likely that many staff or potential staff will have suitable qualifications or experience and where this is not the case, training can easily be provided to cover all aspects of this position, including Conflict Management and Health & Safety matters.

In light of the physical nature of the work, (much driving followed by the need to walk around various types of car park) it is not envisaged that the job will be suitable for many persons with disabilities, although due consideration will be given and each applicant will be considered on their individual merits and circumstances.



## **FUNCTIONS**

The main functions of the service include:

1. Driving company vehicles
2. Issue of PCN
3. Direct contact with the public
4. Working outside
5. Lone working

## **PERSONS AT RISK**

The Company and its staff must be aware of the fact that many other people may be placed at risk through our actions. Other than direct staff, other classes of people at potential risk are:

1. Members of the public, including residents of housing estates and customers
2. Other road users

## **WORKPLACE**

Most work is carried out away from our own premises, on sites belonging to Clients. These are usually private car parks on housing estates. Conditions at these sites are largely out of our control, but staff are expected to report any potentially dangerous situations so that we can take up the matter with our Clients. If it is deemed necessary, a Client Health & Safety Questionnaire is available for use in order to obtain information from Clients.

## **EQUIPMENT**

Other than motor vehicles, there is very little equipment used, mainly just company telephones and handheld computers and printers.

HAZARD	PEOPLE EXPOSED	RISK FACTOR	CONTROL MEASURES
General HAS issues  Undertaking job for which employee is incapable or ill equipped.	Staff Other road users Members of the public	Injury, either minor or major Death  Assessment of Risk Likelihood x Consequence 1 x 3 = 3	Ensure employee is aware of their own capabilities and those of the equipment provided.  Ensure suitable training is given.  Provide supervised period of employment before allowing staff to operate on their own.  Ensure employee is aware of safe working practices. Issue Health & Safety Handbook for relevant position
Traffic Accident due to driver error	Staff Other road users	Injury, either minor or major Death  Assessment of Risk Likelihood x Consequence 2 x 5 = 10	Ensure driver has suitable driving licence/record (this section is vetted by the company's fleet motor insurance broker)  Employee should be issued with guidance on: <ul style="list-style-type: none"> <li>• use and maintenance of company vehicles</li> <li>• safe driving techniques</li> <li>• what to do in the event of an accident</li> <li>• individual responsibilities when in charge of a company vehicle</li> </ul> Check vehicle tracking system to identify any unacceptable driving practices



HAZARD	PEOPLE EXPOSED	RISK FACTOR	CONTROL MEASURES
Traffic Accident due to equipment malfunction	Staff Other road users	Injury, either minor or major Death  Assessment of Risk Likelihood x Consequence 2 x 5 = 10	Employee should be issued with guidance on: <ul style="list-style-type: none"> <li>• use and maintenance of company vehicles</li> <li>• safe driving techniques</li> <li>• what to do in the event of an accident</li> <li>• what to do in the event of a breakdown</li> <li>• individual responsibilities when in charge of a company vehicle</li> </ul> Maintain all vehicles in accordance with supplier recommendations. Ensure prompt notification by driver of any faults or suspected faults.
Traffic Accident whilst working on site	Staff	Injury, either minor or major Death  Assessment of Risk Likelihood x Consequence 2 x 5 = 10	Ensure staff have appropriate H-H-Via PPE and footwear Ensure staff work according to guidelines when in close vicinity to attended vehicles
Personal Safety Aggression/Violence from members of the public Victim of crime	Staff	Injury, either minor or major Death  Assessment of Risk Likelihood x Consequence 1 x 5 = 10	Staff should be issued with guidance on: <ul style="list-style-type: none"> <li>• communicating and dealing with the public safely</li> <li>• 'rules' on personal safety</li> </ul> This should be supported by appropriate training Apply suitable procedures for keeping valuable equipment out of sight

HAZARD	PEOPLE EXPOSED	RISK FACTOR	CONTROL MEASURES
Lone Working  No assistance available in the event of an emergency	Staff	Injury, minor or major Death  Assessment of Risk Likelihood x Consequences 2 x 5 = 10	Employee should be given guidance as to contact and reporting procedures when working alone.  Ensure employee has mobile telephone and supervisors/management are available to be contacted at all times whilst staff are working  Ensure Management are aware of lone workers and appropriate checks are made if employee fails to check in as scheduled  Office staff to monitor on site staff during working hours  Vehicle tracking systems to be supplied and checked  Low voltage items only
Electrical shock from faulty equipment  Faulty equipment catching fire	Staff	Injury, minor  Assessment of Risk Likelihood x Consequences 1 x 3 = 3	Ensure all items are regularly checked and replacements are readily available.  PAT testing if necessary
Stress	Staff	Mental Illness Depression  Assessment of Risk Likelihood x Consequences 2 x 4 = 8	Ensure staff take appropriate breaks and holidays  Ensure adequate staff available to cover shifts so as to minimise overwork  Watch for signs such as poor performance or attendance and offer support as necessary

## **3.0 Equality & Diversity**

### **3.1 EQUALITY & DIVERSITY POLICY**

Equality & Diversity is an issue that affects us all. It stems from legislation and much of it has a legal basis, but more importantly, it has a moral basis and is about treating all members of the community and our working colleagues as we would wish to be treated ourselves.

This is a social responsibility that the Company accepts gladly. The Company's workforce, right up to boardroom level, reflects the mixed community from which it draws its labour and the contribution made by minority groups to its business performance is already substantial and increasing.

This document aims to set out, in clear terms, this Company's policy with regard to Equality & Diversity for its employees, and where appropriate its sub-contractors. If any employee or sub-contractor has any questions or proposal regarding this document, they should contact Mark Austin who will review this policy at least annually.

Any breach of this policy will be treated as a disciplinary offence, and if considered to be serious enough, may result in the termination of employment of the offending party.

### **3.2 THE POLICY STATEMENT**

The Company has adopted the following policy statement.

"The Company will ensure that diversity is valued, that there is equality of opportunity and access to services for all and that no one receives less favourable treatment by the Company or its Employees on the grounds of their of religion or non-religious belief, race, colour, nationality, ethnic or national origin, disability, sex, gender reassignment, sexual orientation, marital or civil partnership status, age or pregnancy and maternity status."

### **3.3 WHAT DOES THIS MEAN FOR YOU?**

Everyone (staff, customers, clients & members of the public) is entitled to be treated equally and fairly, regardless of their of religion or non-religious belief, race, colour, nationality, ethnic or national origin, disability, sex, gender reassignment, sexual orientation, marital or civil partnership status, age or pregnancy and maternity status.

Harassment refers to unwanted conduct of any nature and to conduct that is offensive to the recipient. Any behaviour based upon any of the above factors is unlawful and it is the policy of the Company that everyone should be free from harassment.

Additional training in Equality & Diversity is available from the Company through the use of Case Studies, handouts and interview/discussion sessions.

### **3.4 HOW DO WE MONITOR WHAT IS HAPPENING?**

Each of us has a personal responsibility to ensure that what we do at work does not break the law, or go against the spirit of Equality & Diversity. The Company has procedures for monitoring Equality & Diversity issues through the normal course of daily activities, through statutory monitoring processes such as staff data collection and through Complaint and Appeal reviews.

**REMEMBER** that it is you as an Employee who can do most to ensure that Equality & Diversity is guaranteed for everyone. It is the responsibility of any Employee who feels that they may have been subjected to any harassment, or has witnessed any other Employee acting in such a manner to anyone, to bring the matter to the attention of Senior Management at the earliest opportunity. Any harassment must not go unreported.



### **3.4 GUIDELINES FOR RECRUITMENT, SELECTION AND PROMOTION**

The Company will regularly review of procedures to ensure that all employment recruitment, selection and promotion are based solely on the merits, abilities and past performance of any Employee or potential employee. The following guidelines are specifically aimed at members of staff responsible for advertising, interviewing and engaging new members of staff.

- o Vacancies must be published internally and externally on a sufficiently wide basis to attract suitably qualified and experienced candidates.
- o Job vacancies will be advertised so that they are equally accessible to all persons.
- o Care will be taken to avoid discriminatory language in the wording of the advertisement.
- o Advertising by word of mouth alone is unacceptable.
- o When short listing or interviewing potential staff, the most suitable applicants will be selected based solely upon merits, abilities and past performance.
- o A member of staff working alone should not carry out interviews.
- o Interviews should be carried out on days and at locations that are equally accessible by all potential applicants.
- o Any shortlist should be discussed between at least two members of staff in order to ensure a second opinion is taken into account.
- o The personal circumstances of any applicant should bear no significance unless they are specifically and justifiably related to the job.
- o The requirements of the position to be filled should only relate to those that are justifiable in order to ensure that the job is carried out effectively.
- o All applicants should be informed that the Company operates an Equality & Diversity Policy

### **3.5 TRAINING AND DEVELOPMENT**

All staff will receive appropriate training regarding the Equality & Diversity Policy during Induction Training and Annual Staff Appraisals.

HAZARD	PEOPLE EXPOSED	RISK FACTOR	CONTROL MEASURES
Working outside  Risks to health & wellbeing from: Exposure to elements Dehydration Insects/animals Traffic 'Sharps' Trips and falls	Staff	Injury, either minor or major Death  Assessment of Risk Likelihood x Consequences 1 x 3 = 3	Staff should be issued with guidance on: <ul style="list-style-type: none"> <li>• self protection from sun/heat/cold</li> <li>• first aid measures in the event of insect bites/stings</li> <li>• techniques for self protection from dogs/animals</li> <li>• traffic awareness/road safety when outside of vehicle</li> <li>• correct use of personal protective clothing</li> <li>• accident/incident reporting procedures</li> </ul> This should be supported by appropriate first aid training  Suitable PPE to be issued (safety footwear, cold weather wear, waterproof wear, etc).