

# Retail Guidance

**Five or more employees**

## CONTENTS

<b>INTRODUCTION</b>	<b>4</b>
Further reading / additional resources	4
<b>QUESTION 1: POLICY AND ORGANISATION</b>	<b>5</b>
Guidance	5
What you need to provide	5
<b>QUESTION 2: ARRANGEMENTS/PROCEDURES FOR HEALTH AND SAFETY MANAGEMENT</b>	<b>6</b>
Guidance	6
What you need to provide	7
<b>QUESTION 3: COMPETENT HEALTH AND SAFETY ADVICE</b>	<b>8</b>
Guidance	8
What you need to provide	8
<b>QUESTION 4: TRAINING AND INFORMATION</b>	<b>9</b>
Guidance	9
What you need to provide	9
<b>QUESTION 5: QUALIFICATIONS AND EXPERIENCE OF WORKFORCE</b>	<b>10</b>
Guidance	10
What you need to provide	10
<b>QUESTION 6: MONITORING, AUDITING AND REVIEW</b>	<b>11</b>
Guidance	11
What you need to provide	11
<b>QUESTION 7: CONSULTATION WITH WORKFORCE ON HEALTH AND SAFETY MATTERS</b>	<b>12</b>
Guidance	12
What you need to provide	12
<b>QUESTION 8: ACCIDENT/ INCIDENT REPORTING</b>	<b>13</b>
Guidance	13
What you need to provide	13
<b>QUESTION 9: APPOINTING COMPETENT SUPPLIERS</b>	<b>14</b>
Guidance	14
What you need to provide	14
<b>QUESTION 10: RISK ASSESSMENTS AND SAFE SYSTEMS OF WORK</b>	<b>15</b>
Guidance	15
What you need to provide	15
<b>QUESTION 11: CO-OPERATION AND CO-ORDINATION</b>	<b>16</b>
Guidance	16
What you need to provide	16
<b>QUESTION 12: PROVISION OF WELFARE ARRANGEMENTS</b>	<b>17</b>
Guidance	17
What you need to provide	17

## Introduction

The purpose of this document is to provide guidance to suppliers who are completing the Retail question set for those with five or more employees.

The guidance notes are applicable to all suppliers completing the Health and Safety Appendix, whether for an Acclaim Accreditation or as part of their Constructionline registration.

It is hoped that the guidance within this document will provide you with all of the information that you need however if you should have any queries please contact Acclaim Accreditation or visit:

<https://acclaimaccreditation.co.uk/>

Telephone: 0333 3003066

Email: [acclaim@constructionline.co.uk](mailto:acclaim@constructionline.co.uk)

## Question 1: Policy and Organisation

**Are you able to demonstrate that you have a policy and organisation for health and safety (H&S) management?**

You are expected to have and implement an appropriate policy, regularly reviewed and signed off by the Managing Director or equivalent.

The policy must be relevant to the nature and scale of your work and set out the responsibilities for health and safety management at all levels within the organisation.

### Guidance

#### Policy

Your policy should be:

- to provide adequate control of the health and safety risks arising from your work activities;
- to consult with your employees on matters affecting their health and safety;
- to provide and maintain safe equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

It can be stated as outlined in the bullet points above, or written to cover these, and any additional aspects, in your own words.

Your policy must be signed by the most senior person responsible for health and safety e.g. Managing Director and be dated within the past 12 months.

#### Organisation

You should clearly indicate how your company is organised and how responsibilities are allocated throughout the company in sufficient detail to illustrate how health and safety obligations are discharged. The information should include details of:

- Key post holders (outlining specific 'health and safety' duties) and employees generally so that the line of responsibility is clear throughout your company.

Your response may include an organisation chart to demonstrate this, although for smaller companies this may not prove necessary.

### What you need to provide

1. H&S Policy - signed and dated within last 12 months
2. Organisation for Health and Safety

## Question 2: Arrangements for Health and Safety Management

Are you able to demonstrate your arrangements/procedures for ensuring that your H&S measures are effective in reducing/preventing incidents, occupational ill-health and accidents?

These should set out the arrangements/procedures for health and safety management within the organisation and should be relevant to the nature and scale of your work.

There should be a clear indication of how these arrangements/procedures are communicated to the workforce.

### Guidance

#### General Arrangements/procedures

##### General Arrangements/procedures

Your arrangements/procedures should have regard to Planning, Organisation, Control, Monitoring and Review as set out in the Management of Health and Safety at Work Regulations 1999 regulation 5 ([click here for further details](#)).

You should include the index of your arrangements/procedures, but there is no need to provide all the arrangements/procedures themselves unless identified below.

Your arrangements/procedures should include at least the following:

- risk assessment
- consultation with employees
- inductions
- safe use of equipment
- hazardous substances
- information, instruction and supervision
- training
- accidents, first aid and work related ill health
- provide adequate welfare facilities
- lone working
- vehicles / driving at work
- monitoring
- control of suppliers
- emergency procedures
- fire and evacuation

The 'arrangements/procedures' noted above are not task specific 'risk assessments' but should describe your general arrangements/procedures for addressing each subject.

You must also provide details of one arrangement for health and one for safety most appropriate to your work. Examples you may wish to choose from include:

##### Health

- manual handling
- noise

##### Safety

- working at height
- working with electricity

### **What you need to provide**

1. Index of arrangements/procedures
2. Copies of arrangements/procedures for bullet points listed
3. One arrangement for health
4. One arrangement for safety
5. Your means of communicating this information to the workforce

### Question 3: Competent Health and Safety Advice

**Do you have access to competent H&S advice/assistance?**

Your organisation, and your employees, must have ready access to competent health and safety advice, preferably from within your own organisation.

#### Guidance

Your answer must demonstrate:

- An appropriate source (one or more)
- Examples of such advice

For both general issues e.g. new or amended legislation, manual handling in the office, use of computer screens; and also for out of office work related issues, e.g. lone working.

Although Suppliers may use their own staff for the provision of advice, these individual(s) must be competent to give this advice. Regardless of whom you use, you must include details of their H&S qualifications and experience (which should be commensurate with the role) – see HSE guidance on competent advice (<http://www.hse.gov.uk/business/competent-advice.htm>).

Individuals that provide competent health and safety advice are expected to be qualified to NEBOSH General Certificate level, or equivalent, with at least three years appropriate experience.

Smaller suppliers may obtain health and safety advice from trade bodies that have a recognised health and safety helpline. If this is the case you must provide the name of the organisation, its contact details and how health and safety advice is obtained from the organisation. The name of the organisation alone is insufficient.

You must include **evidence** of such advice provided within the previous 12 months.

#### What you need to provide

1. **Either**

Details of competence of H&S advisor(s) **including CV**

**Or**

Details of trade body providing advice

2. **Evidence** of health and safety advice received from within last 12 months

## Question 4: Training and Information

**Do you have a policy and process for providing your workforce with training and information appropriate to the type of work for which your organisation is likely to bid?**

You should have in place, and implement, training arrangements/procedures to ensure your employees have the capability and necessary skills, knowledge and experience to discharge their duties.

You should have in place a programme for refresher training, for example a Continuing Professional Development (CPD) programme or life-long learning which will keep your employees updated on new developments and changes to legislation or good health and safety practice. This applies throughout the organisation - from Board or equivalent, to trainees.

### Guidance

You should have a training policy that demonstrates that you consider the needs of all your employees by:

- Determining the appropriate training and information that they require.
- Monitoring the delivery of information and training

#### Information

You should explain how you determine what information is required and how this is provided e.g. leaflets, notices, talks.

#### Training

This should cover both the introduction to a subject and also on-going 'refresher training'. This may be presented in a number of ways e.g. team meetings, on-the-job, on-line approaches or formal training sessions. Whatever manner is used it should demonstrate a considered approach.

Such instruction should be sufficient to provide the requisite skills and understanding for the tasks to be undertaken.

#### Training Records

You should provide sample training records from across all employee levels to demonstrate that you implement your training policy. These records should include all the health and safety training related that staff have received and when it was carried out.

### What you need to provide

1. How information is provided to employees
2. Training policy
3. Training matrix, records and certificates



## Question 5: Qualifications and Experience of Workforce

**Does your workforce have H&S or other relevant qualifications and experience sufficient to implement your H&S policy to a standard appropriate to the work for which your organisation is likely to bid?**

Employees are expected to have the appropriate qualifications and experience for the assigned tasks, unless they are under controlled and competent supervision.

### Guidance

The nature of this 'qualifications, training and experience' will vary, depending upon the tasks your staff undertake.

You should have in place a policy which clearly sets down the health and safety qualification required for all levels of staff.

The holding of a recognised membership or 'competence' card or licence is a simple way to demonstrate this requirement.

A membership, card or licence is recommended but not mandatory. However, in situations without recognised memberships, cards or licences, you will need to provide alternative evidence for all levels within your company.

### What you need to provide

1. Policy
2. Proportion of your workforce that hold memberships / competence cards / licences.
3. Details of how you operate, at all levels, if you do not use memberships, competency cards, licences.
4. Statement on achieving 100% qualification if necessary.
5. Licence/certificates if required.

## Question 6: Monitoring, Auditing and Review

**Do you check, review and where necessary improve your H&S performance?**

You should have a system for monitoring your arrangements/procedures, for auditing them at periodic intervals, and for reviewing them on an ongoing basis.

### Guidance

You should have a policy that demonstrates how you:

- monitor your procedures,
- check or audit your procedures,
- review your practices in the light of experience, and look to improve where this is appropriate

These activities should be carried out by a competent person.

You should provide information on how, when and who you use to implement the following:

#### Monitoring

Pro-active monitoring (usually relates to specific tasks, or work locations); re-active monitoring (usually occurs after accidents or incidents).

#### Review

A review should be annual or when there is a need e.g. after an accident or near miss. It may include a review of policy, procedures, risk assessments and any changes to the nature and scope of your work.

#### Audit

An audit is a more formal review of the overall process: hazard identification, risk assessment, safe system of work and its implementation in the workplace and provision of supervision. This process should include the investigation of accidents and the incorporation of any lessons learnt into your method of working.

You must provide evidence of a health and safety audit or review undertaken within the past 12 months.

Alternatively, the provision of an OHSAS 18001 compliance certificate issued by a UKAS accredited certification body is sufficient evidence to demonstrate competence in this area.

### What you need to provide

1. Policy for monitoring audit and review
2. **Either**

Monitoring or audit report with resultant management action

**Or**

OHSAS 18001 certification

**Or**

Health and safety advisor's annual review with resultant management action

## Question 7: Consultation with Workforce on Health and Safety Matters

Do you have procedures in place to involve your workforce in the planning and implementation of H&S measures?

You should have, and implement, an established means of consulting with your workforce on health and safety matters.

### Guidance

This may be achieved in a number of ways; for example, team meetings, questionnaires, office discussions, via safety or union representatives. Your arrangements/procedures should include details of how this is achieved, and how you deal with any concerns expressed by staff over health and safety, who deals with them and how you give feedback.

You must provide your arrangements/procedures for consulting with your workforce together with evidence to demonstrate that you implement it. The evidence should comprise at least two of the following:

- a) Toolbox talks / briefings
- b) records of health and safety committees
- c) notes of staff meetings where health and safety matters were discussed
- d) screen shots of company intranet pages relevant to health and safety
- e) records of concerns raised and how they were dealt with.

**of which should be no more than 12 months old.**

### What you need to provide

1. Arrangements/procedures
2. Evidence of implementation
  - **TWO** examples

## Question 8: Accident/Incident Reporting

### Do you conduct accident/incident reporting and undertake follow-up investigation?

You should have records of all RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable events for at least the last three years. You should also have in place a system for reviewing all incidents, and recording the action taken as a result.

You should record any enforcement action taken against your company over the last five years, and the action which you have taken to remedy matters subject to enforcement action.

## Guidance

### Accidents

Learning from accidents is a vital element of good safety risk management.

It is expected that you will have a formal means of recording and keeping records of accidents for at least the last three years. You should also comply with the requirements of the [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\)](#).

Your records should also show how (and by whom) these accidents were investigated and how your work methods changed as a result.

You must provide:

- RIDDOR statistics for the last three years
- an explanation of how you record and keep accident records e.g. accident book
- two examples of accident investigation and details of how you amended your procedures (if applicable) as a consequence

### Enforcement action

You must provide details of any enforcement action taken against you over the last five years.

Enforcement action can be in the form of:

- a) an Improvement Notice
- b) a Prohibition Notice
- c) Prosecution

You must also provide details of the action you took in response to the enforcement action and how this was communicated to your employees. If no enforcement action has been taken against you in the last five years you should say so and this is all you need to do.

## What you need to provide

1. RIDDOR statistics
2. Accident reporting and investigation procedure
3. Two examples of accident investigation
4. Enforcement action
  - details
  - your action

## Question 9: Appointing Competent Suppliers

**Do you have arrangements/procedures for ensuring that your suppliers apply H&S measures to a standard appropriate to the work for which they are being engaged?**

You should have arrangements/procedures in place for appointing competent suppliers.

You should be able to demonstrate how you ensure that suppliers will also have arrangements/procedures for appointing competent suppliers.

You should have arrangements/procedures for monitoring suppliers.

### Guidance

It is expected that when you appoint suppliers, the standards you apply when assessing their H&S competency should be appropriate for the nature and scale of the work for which they are being contracted.

You should be able to demonstrate how you ensure that your suppliers will also have arrangements/procedures for appointing competent suppliers themselves.

Your arrangements/procedures should also include the on-going monitoring of the H&S standards of your appointed suppliers.

If you have not engaged any suppliers in the last three years a statement to this effect is adequate and you do not need to provide evidence of a completed supplier assessment. However if the possibility exists then you should still have procedures in place should the need arise.

You should provide details of your procedures for ensuring:

- the competence of your suppliers
- the same standards are applied throughout your supply chain (this would normally be through pre-contract enquiries and then a contract requirement)
- the monitoring of your suppliers performance

If you do not engage any suppliers at all then you must provide a statement to this effect. This assessment will then be completed on the basis that you do not engage sub-contractors. Should you find that your circumstances change and you engage sub-contractors, you must reapply for a new SSIP certificate as any certificate issued on the basis of the above will be invalidated.

### What you need to provide

1. Competence assessment arrangements/procedures
2. Evidence of a **Completed** supplier assessment
3. Statement about not engaging suppliers, if appropriate

## Question 10: Risk Assessments and Safe Systems of Work

**Do you operate a process of risk assessment capable of supporting safe methods of work and reliable project delivery where necessary?**

You should have procedures in place for carrying out risk assessments and for developing and implementing safe systems of work/method statements.

The identification of health issues is expected to feature prominently in this system.

### Guidance

Your arrangements/procedures must ensure your employees and others under your control have safe methods of work. The risk assessments you use to achieve these must show how:

- They address specific tasks and how you apply the principles of Prevention and Protection
- They cover issues of occupational health, including health surveillance where relevant.

Generic office risk assessments are acceptable, but you must explain how these are adapted for specific tasks or work circumstances. You must provide **TWO** examples from **within the past 12 months** of actual risk assessments and **TWO** safe methods of work (method statements). They must address both the safety and health issues appropriate to your work.

### What you need to provide

1. Arrangements/procedures
2. **Two** examples of risk assessments and **two** method statements

## Question 11: Co-Operation and Co-ordination

**Do you have arrangements/procedures for co-operating and co-ordinating your work with others (including clients, suppliers and contractors)?**

You should be able to illustrate how co-operation and co-ordination of your work is achieved in practice, and how you involve the workforce in compiling safe systems of work.

### Guidance

Effective co-operation and co-ordination are two vital aspects of good (and safe) projects. You should have arrangements/procedures which encompass these issues.

#### Co-operation

This will include your meetings and other discussions, exchange of safety information, and agreements on issues which affect others involved in your work activities.

#### Co-ordination

This will address how you ensure that health and safety is not compromised by a lack of thought about what will happen when you work with other parties, or from a lack of consideration of how the various aspects of a project (each the responsibility of individual parties) come together.

### What you need to provide

1. Arrangements/procedures
2. Example meeting notes, emails or similar

## Question 12: Provision of Welfare Arrangements

**Do you have arrangements/procedures for ensuring that welfare provision meets legal requirements and the needs/expectations of your employees?**

You should be able to demonstrate how you will ensure that appropriate welfare facilities are in place whilst staff are at work.

### Guidance

It is important that compliant welfare facilities (i.e. toilets and washing facilities, rest facilities, and, as necessary, drying facilities), are provided and maintained whilst your staff are at work.

Your Policy will need to explain how you ensure that they are:

- available
- of sufficient size to accommodate all those who will use them
- adequately cleaned and maintained

or, if provided by others, how you check that the above will be implemented.

### What you need to provide

1. Arrangements/procedures