



ENVIRONMENTAL, HEALTH AND SAFETY MANUAL



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CONTEXT OF THE ORGANISATION

Introduction to BV Dairy Ltd

BV Dairy is a family run Dairy in rural Dorset, specialising in Fresh, Cultured and Ultra-filtrated dairy products, and has been trading since 1958. The raw milk requirement is sourced from the local farmers in circa 25 radius of the manufacturing site. The Dairy predominantly supplies in bulk to the UK catering Companies, retailers and packaging manufacturing.

The Dairy is located on the outskirts of Shaftesbury and currently employs 125 people, with key departments running 24 hours a day.

The main processes are treating the incoming raw milk in the form of pasteurising, separating, re-blending, culturing, cooking and ultra-filtrating, to produce our range of products.

Dairy waste is treated by an onsite Anaerobic Digester which, in turn, creates electricity for the factory.

BV Dairy has created and implemented environmental (ISO14001) and Health and Safety (ISO45001) management systems which are described in this Manual. The quality system in place is BRC. Where possible the environmental and health and safety management systems have been integrated with the quality system.

EHS Management System

The EHS Management Systems are structured by means of the following documents;

- Policies and Manual
- Aspects and Risk Assessments
- Legislations
- Planning
- Communication
- Documentation
- Operation
- Emergency preparedness and response
- Performance measuring and performance
- Evaluation of Compliance
- Accident investigation and non-conformance
- Internal Audits
- Management Review
- Continual Improvement

The EHS Management System is available to all BV Dairy employees and the review process is ongoing. The responsible people for maintaining and updating system are Technical Manager and HR Manager.

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The purpose of EHS System is to provide a framework for managing OH&S risks and opportunities which in consequence will lead to reduction of incidents and prevent any injuries and ill health to the colleagues and provide safe and healthy workplace. It also looks at environmental aspects to improve environmental performance through more efficient use of resources and reduction of waste.

EHS Management Programme

Each objective or target is set out in an action plan, which states the objective of the plan, whom shall be responsible for managing the project, resources available, and the stepping stones and timescale.

The progress of action plans is monitored by the HR and Technical Manager and is reviewed at the Management Annual Review and monthly Management Meetings.

The process is described in Operating Procedure 'Environmental aspects, objectives and targets'

When new products and processes are being developed, BRC Operating procedure 'New products and processes' requires an assessment of the environmental and health and safety implications of the development.

Specific operating procedures are introduced when they are needed to ensure the adequate implementation of any part of the EHS programme.

All Members of Staff

Everyone on site is ultimately responsible for their own and others safety under the Health and Safety at Work etc. act 1974 Sections 7/8, and the Health & Safety of Contractors and Visitors who may be legally found on the site reporting any EHS incidences they become aware of, taking part in training provided and following all relevant procedures.

EHS Documentation

As described in section one of the manual, BV Dairy has established a three-level management system namely;

- The Manual
- Operating procedures/SOP
- Work instructions

Supported by

- The register of risk assessments
- The register of legislation

Document Control

Operating procedures have been implemented for controlling all the documents which comprise the documented OH&S management system, so that;

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- They can be located
- They are reviewed and revised as necessary
- They are authorised before release and are circulated to named people and locations
- Obsolete documents are removed/archived
- Documents which need to be retained for historical or legal purposes are clearly marked as withdrawn

Operational Control

Operating procedures have been written and implemented where they are needed to ensure compliance with the Policies, legal requirements, and progressing system improvements.

Emergency preparedness and response

Possible emergency situations have been identified and operating procedures written to keep control of the situation and to overcome any consequential problems. Some of the procedures already exist as separate documents and are referenced here. In other cases, emergency conditions are identified within operating procedures.

EHS Policies

BV Dairy commitment to the Environment and Health and Safety is set out in the two Policies ([H&S Policy](#) and [Environmental Policy](#)). The policies are signed by a Director, displayed in the entrance noticeboard and has been communicated to all employees via their induction and notice boards. The policy is supported by objectives and targets and are reviewed annually.

System Scope

BV Dairy is a chilled dairy manufacturer that is classified as SME that employs 134 people on permanent basis. The site operates 24/7 and has full labour cover at all times. The site landscape is shown in Appendix 1.

EHS Management system is implemented to support the business in monitoring the performance of EHS and evaluating the effectiveness against legal requirements and good practices. BV Dairy has implemented many control measures to prevent risks and minimise the impact on interested parties.

EHS Management System allows managing EHS in an effective way where the intended outcomes of the system include:

- Continual improvement of EHS
- Compliance with the legal and other requirements
- Achievements of EHS objectives

The system collects all procedures and policies that BV Dairy follows to fulfil their obligations. BV Dairy is determinate to take the advantages of the system for future improvements and effectively manage EHS throughout the business where legal compliance and health, safety and wellbeing of all interested parties become a priority.

The scope is available to interested parties via the SAI certificates on the website and on request from the company.

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LEADERSHIP AND WORKER PARTICIPATION

Needs and Expectations of Interested Parties

An "interested party" (also known as "stakeholder") is any individual or Organisation that can affect, be affected by, or perceive itself to be affected by BV Dairy's decisions or activities. Interested parties may include customers, communities, suppliers, regulators, investors, contractors, insurance company, visitors, certification body or employees. The interested parties list is reviewed on annual basis during the annual management meeting.

Interested Party	Expectation	How we meet the expectation	How it is communicated	Compliance obligation?
Regulatory bodies Govt. Wessex water, EA, HSE, Certification Body , Insurance Company	Legal obligations are met, EA permit, consent conditions and good practice is implemented	Monitoring, measuring and controlling	Reporting as required to the regulatory bodies	Mandatory Legal
Shareholders Directors	Meet requirements and avoid fines, reduce the risk to the business and implement safe work environment and seek for further improvements	Monitoring and controls, keeping up to date with legislation, EHS objectives Regular monitoring system, implementation of safe systems at work and maintaining regular checks	Manager and Director meeting reports circulated and annual Management review	Voluntary commitment
Dairy UK	Dairy Roadmap objectives to be met	Environmental objectives	Annual report to Dairy UK and meetings throughout the year	Voluntary Commitment
Customers	Reducing their waste to landfill. Evidence of their supplier's commitment to EHS	Recyclable /returnable packaging, shelf life extensions if possible, implement safe system of work and reduce the hazard	Customer specifications, sales team communications. BV Certificates on the web site, Customer questionnaires completed	Voluntary Commitment
Suppliers	Deliver goods into a safe work place	Contractor and visitor procedures and risk assessments	Via the hiring member of staff and the EHS Coordinator	Mandatory Legal- HSE
Neighbours including the local Primary school	Not to have their home life compromised by noise or pollution caused by the Dairy	Transport limits – out of school drop off times, Noise survey, regular servicing	Informal discussions with the headmaster and neighbours	Transport-Voluntary Noise-Legal
Employees Contractors Visitors	Our employees/interested bodies want to live in a world that is not polluted, and they want to work at a company where they can be	Ensuring compliance to our EHS management systems	Day one induction. EHS meetings. Near miss/Accidents reporting, Auditing, risk	Mandatory Legal

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	proud of their contribution to a better environment. They want to work with safe machinery and procedures and receive adequate training to carry out their duties.		assessments	
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The management of BV Dairy Ltd recognises that:

- We have a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the Company's activities, and
- that managing health and safety is a business-critical function.

BV Dairies Health and Safety Policy Statement sets out our commitment to seeking for further improvement and implementing safe systems at work. It is signed by the Board of Directors to demonstrate that our commitment is led from the top.

Health and Safety Statement

Health and Safety

BV Dairy Statement

Blackmore Vale Farm Cream Ltd (BV Dairy) accepts the obligations placed upon it by the various Acts of Parliament covering Health and Safety and is committed to fulfil the responsibility of health, safety and welfare of all employees and others who may be affected by our operations (Section 2(3) Health and Safety at Work Act 1974) by preventing injuries and ill health. BV Dairy will provide a safe working environment by eliminating hazards and reduce OH&S risks, safe work equipment and safe methods of work to all stakeholders. BV Dairy will ensure safe handling and use of equipment and substances provide information, instruction and supervision for employees and will ensure all employees are competent to carry out their tasks with provision of adequate training.

The Managing Director has ultimate responsibility for occupational health and safety management in the business where management of the system is delegated to the EHS Co-ordinator who reports to HR Manager. The Operations Director has responsibilities over the production site and The Commercial Director takes the responsibilities for Logistic and Distribution area. All Managers have key occupational health and safety duties and there is Health and Safety Committee which meets regularly. BV Dairy will involve our employees through consultations and participations of our workers. It is recognised that all employees and contractors are responsible for taking care of their own health and safety and that of the people they work with.

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BV Dairy will be proactive in accident and work related illness prevention and will set annual monitored SMART objectives that will be agreed at the annual Management Review. We will review and revise this statement as necessary at regular intervals to ensure continuous improvement in occupational health and safety management and performance. The Company aim is to become a leading industry by promoting best practice and exceeding the guidance of the Health and Safety Executive and other enforcing bodies. BV Dairy is committed to fulfil our legal and other requirements.

This statement reflects our commitment to ensuring that Health and Safety at Work is paramount to the business and that effective Health and Safety actively contributes to our success.

HEALTH AND SAFETY RESPONSIBILITIES

The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

This part of our Policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Line managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements: Managing Director, Finance Director, Commercial Director, Operations Director, HR Manager, Technical Manager, Shift Managers, Finance Manager, Logistic and Distribution Manager, ERP Manager, Engineering Manager.

BV Dairy senior management team is fully committed to meet EHS objectives and be active in promoting the EHS culture by setting up the standards and raise the bar to exceed expectations. Duties of each member of the management team includes EHS responsibilities to legal compliance, monitoring the EHS performance, implementing safety control measures and comply with the internal policies and procedures to prevent work related injuries and ill health.

The management team is fully involved in reviewing the EHS policy and make amendments when required, implement it and maintain within their departments. EHS objectives are reviewed on annual basis and agreed by the team that includes their KPIs. The performance against KPIs is regularly monitored and reported on monthly basis during the monthly management meetings.

BV Dairy has staff committee in place where the employees can raise any concerns and the senior management team is committed to consultations and participation of selected members of our teams during those meetings. Staff committee is represented by our employees and they are setting up their expectations and needs towards the organisation and their workplace.

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The Directors

The Directors have overall responsibility for ensuring our compliance with Health and Safety legislation but delegates the responsibility for implementation to the senior management team.

BV Dairy has set up a management structure and has allocated responsibilities for EHS so that there is effective management of the management systems.

BV Dairy's management structure is shown in the chart [BVD 2.4.1](#). The responsibilities of individuals' jobs, which have an input to overall EHS performance, are described in the following paragraphs.

The Operations Director will ensure:

The Operations Director is the designated person with overall responsibility for ensuring our compliance with Health and Safety legislation. He will ensure that:

- a health and safety plan of continuous improvement is implemented within the operation processes;
- suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements;
- an adequate system of maintenance exists and operates to keep premises, plant and work equipment in a safe condition
- statutory examinations are planned, completed and recorded;
- safe systems of work are developed and implemented;
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures;
- effective contingency plans are in place with a designated competent person in charge of the planning and control measures for situations involving imminent danger;
- Delegate H&S responsibilities to the team and monitor the overall performance;
- Health and Safety objectives are communicated and their achievement is measured and reported in the annual report.

The Managing Director will:

- MD has an overall responsibility of EHS at BV Dairy;
- Ensure that the company complies with the legal EHS requirements;
- Ensure that the environmental and sustainability objectives are met;
- Monitor wastage and efficiency of AD Plant;
- Review internal projects to make sure that BV Dairy complies with health and safety legislations and we use only approved contractors;
- Review EHS KPIs on regular basis with the team;
- Ensure that a positive health and safety culture is promoted and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all personnel;
- Seek for further improvement of EHS.
- [Health and Safety Policy is implemented and monitored;](#)

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- H&S strategy of continuous improvement is created and that HR Manager monitor progress against agreed targets;
- senior management designated with Health and Safety responsibilities are provided with support to enable health and safety objectives to be met
- a positive health and safety culture is promoted and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all personnel;
- a monthly and annual report on the safety performance of the Company is presented to the Board;
- competent persons are appointed to provide health and safety assistance and advice

The Commercial Director will:

- Ensure that a positive health and safety culture is promoted, and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all personnel;
- Make sure that the transport site of the business complies with the H&S legislations;
- Monitor EHS KPIs for Logistic and Distribution sector;
- Provide support to improve EHS within the business;
- Seek for further improvements to reduce emissions and any other wastage.

HR Manager will:

- Monitor performance of H&S and report on monthly basis
- Arrange and engage H&S Committee and communicate the discussed subjects with the workforce;
- Implement welfare meetings where appropriate;
- Seek for further development of H&S within BV Dairy;
- Create and engage people to drive H&S Culture;
- Review and control the Management System;
- Comply with the legal requirements;
- Build annual strategy and communicate objectives to the heads of departments;
- Ensure that health and safety is implemented and followed across the business;
- Develop training strategy with other departments and monitor effectiveness;
- Ensure risk assessments, any outstanding actions and SOPs are implemented to the highest standards;
- Delegate responsibilities to EHS Coordinator and monitor his/her performance based on KPIs and job description;
- Monitor near misses/accidents through Epicor.

Technical Manager will:

- Monitor reduction of wastage across the business;
- Implement the environmental policy and communicate with BV Dairy employees;
- Seek for further improvements;
- Monitor effectiveness of AD Plant;
- Comply with the legal requirements;

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- Report on environmental performance on monthly basis;
- Implement clear communication across the business;
- Monitor and review the management system;
- Implement and review procedures and policies and measure their effectiveness;
- Implement environmental strategy and objectives for BV Dairy;

Engineering Manager will:

- Ensure that all equipment is safe, and that all engineering functions are conducted in a safe manner, all within the structure of the company's Health & Safety Management System.
- Maintain a good standard of housekeeping and hygiene within the department at all times.
- Maintain Risk Assessments for all types of engineering jobs
- Manage all engineering subcontracted jobs in order to ensure Risk Assessments and Method Statements are in place
- Take all necessary steps to improve safety standards and encourage other employees to be aware of and use good safe working practices.
- Review the training of all engineering staff and arrange any further or refresher training that may be required.
- Under the guidance of the Operations Director, fulfil the responsibilities laid down in the Company Safety Manual ensuring all staff under post holders' control conform to company and statutory requirements.

Other Managers

Managers will ensure that in their areas of control:

- they actively lead the implementation of our Health and Safety Policy
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers;
- safe systems of work are developed and implemented;
- risk assessments, including individual staff capabilities are completed, recorded and regularly reviewed;
- accidents, ill health and near miss incidents at work are investigated, recorded and reported;
- they communicate and consult with staff on health and safety issues;
- they encourage staff to report hazards and raise health and safety concerns;
- safety training for staff is identified, undertaken to ensure staff are competent to carry out their work in a safe manner
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented;
- premises, plant and work equipment are maintained in a safe condition;
- statutory examinations are planned, completed and recorded;
- personal protective equipment is provided, staff instructed in its use;
- any safety issues that cannot be dealt with are referred to the HR Manager to be actioned;
- welfare facilities provided are maintained in a satisfactory state
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures;
- agreed safety standards are maintained to the highest standards;
- Health and Safety rules are followed by all
- Promote health and safety culture;
- Control waste and monitor it;

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- Comply with environment policy and procedures;
- Comply with the objectives sets up on the H&S strategy;

*Specific legal responsibilities per head of department are detailed in the Management System under legislation section.

Supervisors/Team leaders will:

- Make sure the teams follow H&S procedures and policies;
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers;
- they communicate and consult with staff on health and safety issues;
- they encourage staff to report hazards and raise health and safety concerns;
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff, any safety issues that cannot be dealt with are referred to a senior manager for action;
- safety training for staff is implemented and the progress is monitored to make sure they work in line with H&S requirements;
- safe systems of work are developed and implemented
- accidents, ill health and near miss incidents at work are recorded, investigated and reported
- personal protective equipment is readily available and maintained, and relevant staff are aware of the correct use of this and the procedures for replacement
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures;
- promote H&S Culture within their teams;
- Carry on regular inspections as per business requirements.

Health and Safety Co-Ordinator

A Health and Safety Co-Ordinator has been appointed to ensure that the Company complies with its obligations, under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999. The Health and Safety Co-Ordinator primary function will be to advise and monitor all aspects of safety, health and welfare in the Company by HR Manager. **The Health and Safety Co-Ordinator will ensure that:**

- management are advised of relevant changes in health and safety legislation, codes of practice and industry standards;
- risk assessment requirements are co-ordinated and the implementation of any action required is monitored;
- risk assessments are reviewed regularly and any changes are brought to the attention of staff who may be affected
- provide advice on health and safety training requirements;
- assist Managers in investigating and recording accident investigations
- contact with external organisations such as the emergency services is co-ordinated;
- health assessment requirements are identified and advised to management;
- the schedule of statutory examinations of plant and equipment is maintained, and managers are made aware of impending examinations.

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Staff Committee

The Health and Safety Committee's responsibility is to facilitate communication and consultation on health and safety issues across the organisation. They are responsible for ensuring that:

- there is regular communication and consultation with elected staff on health and safety issues
- Monthly meetings are held and attended by at least one Director periodically
- Managers are invited to attend every committee meeting, at least one attending every meeting
- health and safety issues raised by employees are discussed and considered for action, resulting actions are fed back to the committee and all staff
- health and safety standards within departments are monitored
- trends in accident statistics across the Company are identified and making recommendations for action
- health and safety is promoted and new initiatives are considered to progressively improve standards in all areas
- employees are aware of significant changes to our health and safety policy documentation, the committee will be involved in inspections and risk assessments

Other members of BV Dairy teams:

All other employees have an overall responsibility for health and safety within their areas that includes but is not limited to being involved in identifying the risks, complying with the current risk assessments, carry over daily inspection checks (PUWER), reporting any near misses and accidents and reducing any potential risks. The generic responsibilities are included in employees' job descriptions. All staff have a responsibility to ensure that any potential environmental hazards such as spillages are reported so they can be dealt with appropriately

Communication and Consultation

It is a legal requirement for the Company to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective, we will:

- establish effective lines of communication
- involve and consult with employees through:
 - individual conversations
 - notice boards
 - internal publications
- Health and Safety Committee meetings.
- display the 'Health and Safety Law – What You Should Know' poster.
- consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

[Refer to: BVD ESH 5 Communication](#)

PLANNING

Arrangements

BV Dairy implemented an integrated management system that supports performance of EHS. The purpose is to identify the hazards, risks including OH&S risks. It is achieved through risk assessments,

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staff committee meetings, internal audits, near misses, accidents, daily meetings and aspects reviews. When identifying risks various elements will be taken into account: methods, human, machinery, environment, culture of the organisation, infrastructure, trainings or materials. That will highlight any opportunities for further improvements. The system and processes will be reviewed on regular basis to make sure that we meet legal requirements and comply with the good practices.

Monitoring and Measurement

Monitoring and measurement activities are controlled as follows:

- Internal auditors are required to draw attention to any EHS issue which they feel is not adequately represented or controlled in the Management systems.
- The action plans leading to the achievements of objectives and targets are regularly reviewed at the quarterly meetings.
- Monitoring and measuring equipment which is used to control or measure operations or performance is regularly calibrated and records are kept.
- How BV Dairy complies with relevant legislation has been incorporated into operating procedures. Compliance is therefore tested as part of the internal auditing of these procedures plus a full legislation audit annually.

Environmental Aspects

BV Dairy has examined its activities and products to determine which of them have an impact on the environment, and where possible the impact has been measured. The results of the analysis are presented in a register of Environmental Aspects.

The relative significance of the various aspects is a factor that influences the selection of items for inclusion in environmental improvement and action plans. Guidance on how to rate the significance of aspects is given in the operating procedure; Environmental aspects, objectives and targets.

The information on environmental aspects is reviewed and updated as part of the environmental audit programme. BV Dairy is committed to leading the industry in minimising the impact of its activities on the environment. The key points of its strategy to achieve this are:

- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- Minimise toxic emissions through the selection and use of its fleet and the source of its power requirement.
- Actively promote recycling both internally and amongst its customers and suppliers.
- Source and promote a product range to minimise the environmental impact of both production and distribution.
- Meet or exceed all the environmental legislation that relates to the Company.
- Use an accredited program to offset the greenhouse gas emissions generated by our activities.

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Legal and Other Requirements

BV Dairy has determined which environmental and health and safety legislation and regulations, and any relevant codes of practice, apply to our activities. The information on legal and other requirements is presented in a Registers of Legislation.

Operating procedure 'Document Control' contains instructions on how to keep the register up-to-date.

If changes to legislation require BV Dairy to make changes to the way we operate, the relevant operating procedure will be revised or new procedures will be written.

Objectives and Targets

BV Dairy sets EHS improvement objectives and targets. Annually the Technical Manager and HR Manager reviews the information contained in the Registers of Environmental Aspects, Health and safety Risk assessments and Legislation, and selects which items shall be adopted as objectives and targets for the coming year with the help of the Management team. These objectives are SMART and based on previous monitoring to provide year on year improvements.

In setting these objectives and targets, the organisation is mindful of:

- The Policies
- The relative significance of the environmental aspects and Health and Safety Risk Assessments
- Relevant legislation, etc
- The view of any interested parties, e.g. Dairy UK
- The need to prevent pollution and promote safety in general.

Non-Conformance, corrective and preventative action

Any non-conformance or incident is recorded and investigated. Steps are taken to control any impact caused, and when appropriate corrective or preventative action is taken to prevent a reoccurrence. When necessary operating procedures will be re-written or revised.

EHS Incidents may arise from;

- A failure to observe operating procedures
- Inadequate operating procedures
- Unforeseen circumstances e.g. abnormal operating conditions
- Emergencies
- Complaints

Records

All documents and records which form part of the management systems are defined, identified, collated, indexed, filed and stored securely so that they will not deteriorate and can be easily retrieved. Retention times are defined

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Management systems audits

Internal audits are carried out to determine that the Management has been properly implemented and maintained and that it conforms to the requirements of the standard.

An audit schedule is prepared annually and the whole systems are audited once a year by an external contractor; the frequency of the individual audits depends on the importance of the topic and the outcome of previous audits. Audits are planned to examine each aspect of the relevant part of the manual and the relevant operating procedures and work instructions.

Auditors are also required to be alert to the EHS risks of the activities they are auditing and to draw attention to any aspect which they feel is not adequately represented or controlled in the management system.

Audit reports are written and recommendations for corrective or preventative action are made and agreed when necessary which are implemented and followed up.

Audit findings and actions taken are reported at the management review meetings

SUPPORT

Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the Company to enable them make a far more effective contribution to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals.

All employees will need to know about:

- the health and safety policy
- the structure and system for delivering this policy.

Employees will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled.

Managers and supervisors training needs will include:

- leadership and communication skills
- safety management techniques
- skills on training and instruction
- risk assessment
- health and safety legislation
- knowledge of our planning, measuring, review and audit arrangements

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All our employees training needs will include:

- relevant health and safety hazards and risk
- the health and safety arrangements relevant to them
- communication lines to enable problem solving.

All employees will receive **induction training**. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, compulsory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed

Temporary Employees

The Company will take the necessary measures to ensure the health and safety of any temporary and casual staff in its employment.

To achieve this, the Company will provide temporary employees with the following information prior to starting work:

- details of the qualifications and skills are required to do the work safely
- any risks to health and safety identified by workplace risk assessments
- the preventive measures to be taken
- safe working procedures
- the action to be taken in the event of an emergency.

The competence of temporary workers will be assessed to ensure they are capable of working safely.

OPERATION

Accident Recording, Reporting and Investigation

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This policy sets out the procedures that are to be followed when any employee, visitor or contractor has an accident, near miss or dangerous occurrence on the Company's premises during the course of their employment. This will also apply to visitors who are members of the public and are therefore not at work.

Definitions:

An **Accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **Near Miss** is an unplanned event that does not cause injury or damage but could do so.

The Accident Records

All accidents resulting in personal injury must be recorded in Epicor and Accident Book where data protection is implemented and monitored.

The accidents will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

All near misses must also be reported within the Epicor system or to the management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence. BV Dairy wants to encourage everyone to reporting each near miss se we can create a safe and healthy environment.

If NCR is raised that the investigator will be appointed who is fully responsible for carrying full and thorough investigation that will be followed with recommendations and actions that will be implemented to prevent any injuries. H&S Coordinator and HR Manager will verify each NCR before it is closed down.

Reporting Accidents

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

The following reportable events must be reported by the quickest means practicable, usually the telephone:

- death
- major injury
- Covid-19 on site
- hospitalisation of a non-employee as a result of a work activity.

Incapacitation for work of a person for more than 7 consecutive days as a result of an injury caused by an accident at work must be notified within 10 working days.

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact HR Manager. Notifications must be made to the local enforcing authority on an online form alternatively notification can be made to:

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Incident Contact Centre,
Caerphilly Business Park,
Caerphilly.
CF38 3GG

Tel: 0845 300 9923
Fax: 0845 300 9924
E-mail: riddor@natbrit.com
Website: www.hse.gov.uk

The completed report form should be kept with other accident records and documents on the accident investigation. They will be kept to provide information to the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

[Reference to: BVD ESH 11.1](#)

Investigation

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

1. to ensure that all necessary information in respect of the accident or incident is collated
2. to understand the sequence of events that led to the accident or incident
3. to identify the unsafe acts and conditions that contributed to the cause of the accident or incident
4. to identify the underlying causes that may have contributed to the accident or incident
5. to ensure that effective remedial actions are taken to prevent any recurrence
6. to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties
7. to enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

Refer:

Accident/Incident Investigation Report Form/Non-Conformance placed in the Management System under HSE sections.

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Asbestos

The Company will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. This will be achieved by minimising exposure through the management of asbestos-containing materials in the workplace premises.

Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start work that could disturb asbestos unless the correct procedures are implemented and permit to work is obtained from the Engineering Manager.

Assessment

The premises have been surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary.

The amount and condition of the asbestos-containing material will be assessed, and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.

A Written Plan

A written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed and steps will be taken to put the plan into action. The plan or register will be made available, and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.

Access to Asbestos-containing Materials

Access to asbestos-containing materials in the premises needs to be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems need be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.

Monitoring and Maintenance

The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.

Asbestos-related Emergencies

Procedures to deal with asbestos-related incidents need to be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of employees.

Arrangements for Controlling Work on Asbestos

Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres.

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Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing.

Selection and Control of Contractors to Work on Asbestos-containing Materials

When contractors are engaged to work on the premises, adequate steps will be taken (RAMs requested with evidence of professional qualifications/insurance) to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health.

Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which:

- asbestos fibres are firmly linked in a matrix
- the exposure during the removal process is likely to be sporadic or of low intensity

Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos at Work Regulations 2012.

Procedures for Dealing with Health and Safety Issues

Where an employee raises a health and safety problem related to work with asbestos, the company will:

1. take all necessary steps to investigate the circumstances
2. take corrective measures where appropriate
3. advise the employee of actions taken.

Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the employee must:

1. inform a responsible person immediately, usually a supervisor or manager
2. in the case of an accident or emergency, respond quickly to ensure effective arrangements are made.

Confined Spaces

The Company will take all reasonable steps to secure the health and safety of employees and/or contractors, who are required to enter into confined spaces.

The Company will:

- provide a nominated competent person(s) to carry out risk assessments when entry into confined spaces is planned
- maintain a documented permit-to-work system, which must be used whenever entry into confined spaces is required
- when entry into confined spaces is required for employees, the company will provide and document any inspection process's:

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- maintain sufficient serviceable sets of appropriate breathing apparatus or respiratory protective equipment and other safety equipment to ensure safe entry where there is danger from gases, fumes, vapours, etc or where there could be a deficiency of oxygen
- provide training in the use of breathing apparatus or other safety equipment for those employees who may be required to use such equipment when working in confined spaces.

When entry into confined spaces by contractors and sub-contractors (including the self-employed) is required, the company will:

- ensure protective equipment and other safety equipment are used, so as to allow safe entry into confined spaces where there is danger from gases, fumes, vapours, etc or where there is a deficiency of oxygen
- ensure that users of such equipment have received adequate training in their use.

Managers authorised to issue permits to work in confined spaces are responsible for the correct implementation of the safety arrangements of the system.

All those involved in working in confined spaces are responsible for their own duties in relation to the Permit to Work and for ensuring that their activities do not harm the health and safety of others.

Information and Training

The Company will provide sufficient information, instruction and training as is necessary to ensure the health and safety of workers who are required to enter into confined spaces.

Managers and supervisors who are responsible for workers required to enter confined spaces will also be given appropriate training.

- *Confined Spaces Emergency Procedure*

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The Company will implement the following:

- maintain an inventory of all substances hazardous to health kept on site and retain copies of relevant hazard data sheets
- competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control

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- all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- systems of work will be reviewed at suitable intervals and revised if necessary
- all employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- each assessment will be reviewed annually and all operations using hazardous substances will be reassessed every three years
- qualified professionals, where necessary, will carry out health surveillance
- all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

Information and Training

The Company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

Refer:

- *COSHH Risk Assessment Form*
- *COSHH Inventory of Hazardous Substances*

Health Surveillance

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows staff at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of the existing control measures.

To ensure adequate health surveillance is implemented the company will:

- carry out risk assessments to identify those activities, processes or materials that are likely to give rise to a health risk

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- ensure that adequate control measures are put in place to reduce risks as far as possible
- seek the advice of relevant people on the need for health surveillance where it is thought that a residual health risk remains following the implementation of control measures
- advise employees of the health risks and the signs of ill health
- ensure employees co-operate with health surveillance procedures provided
- discuss with the relevant people any health concern brought to their attention by an employee.

Format of Health Surveillance

If a reliable test can be carried out, the format of health surveillance may include the use of questionnaires to determine symptoms and may also involve clinical examination or measurements, such as lung function testing, hearing tests or biological sampling.

Frequency of Health Surveillance

The level of risk will determine the frequency of health surveillance programmes. Where the risk is thought to be low, only baseline data will be required and staff should report to the team leader if any problems are experienced.

If the risk is thought to be more significant, periodic health surveillance for all exposed staff will take place. In most cases this will be annual; however, in some high-risk areas a more frequent programme may be agreed. More frequent surveillance may be required where a person's medical history suggests a particular vulnerability. If health problems are identified following health surveillance, control measures will be reviewed and where necessary enhanced.

The occupational health nurse or doctor will advise on any specific actions to take with regard to the affected employee, e.g.:

- reducing the length of exposure
- restricting work activities which cause exposure
- re-deploying the affected employee
- advising on additional personal protective equipment (PPE).

Record Keeping

The responsible person or occupational health nurse will, with the support of team leaders, ensure employees requiring health surveillance are identified and recalled at appropriate intervals.

Health records will be kept for a minimum of 5 years.

Employees will be allowed reasonable access to their health records and a copy offered to individuals when they leave the company.

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Refer:

- *Medical Questionnaire Form*

Lone Working

BV Dairy will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

The Company will determine, by risk assessment, those activities where work can actually be done safely by one unaccompanied person. This will include the identification of hazards from, for example, means of access and/or egress, plant, machinery, goods, substances, environment and atmosphere, etc. Particular consideration will be given to:

- the remoteness or isolation of workplaces
- any problems of communication
- the possibility of interference, such as violence or criminal activity from other persons
- the nature of injury or damage to health and anticipated "worst case" scenario.

Information and Training

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- when working alone, in an isolated area of a building, for example, with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible, and if it has been arranged beforehand, keep in regular contact with someone else, for example, by using a mobile phone to call into the office indicating your movements every couple of hours
- do not put yourself at risk, if you do not feel safe discuss the situation with your immediate manager.

Machinery Maintenance

The Company will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The Company will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The Company will seek to inform and train personnel to implement this policy.

To achieve this objective the Company will, in consultation with the maintenance staff:

- carry out an assessment of how the machinery should be isolated for specific maintenance work

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- carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
- carry out an assessment of the maintenance of the machine itself including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
- carry out an assessment of how the maintenance of the machine affects its environment
- carry out an assessment of all hazards that arise when guards have been removed
- take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
- provide any personal protective equipment that might be necessary to carry out the work safely
- ensure that employees are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise and remedial action can be taken.

Information and Training

The Company will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

Refer:

- *Work Equipment Maintenance Record*

Manual Handling

To prevent injuries and long-term ill-health from manual handling the Company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Company will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

- manual handling assessments are carried out where relevant and records are kept
- employees are properly supervised
- adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution

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- any injuries or incidents relating to manual handling are investigated, with remedial action taken
- employees adhere to safe systems of work
- safety arrangements for manual handling operations are monitored and reviewed
- where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

Reducing the risk of injury

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

No employee will be required to lift any item that they do not feel confident to do without risking personal injury.

Mobile Phones Use in Vehicles

The Company is committed to reducing the risks which its staff face and create when driving at work. The Company asks its entire staff to play their part, whether they use a company vehicle, their own or a hire vehicle. Staff driving for work must never make or receive calls on a mobile phone, whether hand-held or hands-free, whilst driving. Persistent failure to do so will be regarded as a serious matter.

Managers must:

- Lead by example, both in the way they drive themselves and by not tolerating poor driving practice among colleagues. They must never make or receive a call on a mobile phone while driving.

Managers must also ensure that:

- they do not expect staff to answer calls when they are driving
- staff understand their responsibilities not to use a hand-held or hands-free mobile phone while driving

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- staff switch phones to voicemail, or switch them off, while driving, or ask a passenger to use the phone
- staff plan journeys to include rest stops which also provide opportunities to check messages and return calls
- work practices do not pressurise staff to use a mobile phone while driving
- compliance with the mobile phone policy is included in team meetings and staff appraisals and periodic checks are conducted to ensure that the policy is being followed
- they follow the Company's monitoring, reporting and investigation procedures to help learn lessons which could help improve the Company's future road safety performance
- they challenge unsafe attitudes and behaviours and encourage staff to drive safely.

Staff who drive for work must:

- never use a hand-held or hands-free phone while driving
- plan journeys so they include rest stops when messages can be checked and calls returned
- ensure their phone is switched off and can take messages while they are driving, or allow a passenger to use the phone
- co-operate with monitoring, reporting and investigation procedures.

New and Expectant Mothers

The Company recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant (Females of Child Bearing age) mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the company will ensure that:

- employees are instructed to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
- risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
- any adverse incidents are immediately reported and investigated
- appropriate training, etc is provided where suitable alternative work is offered and accepted
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition

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- where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary, providing suitable alternative work or suspension with pay.

Noise

The Company will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

Noise Assessments

The Company has carried out noise exposure assessments of noisy areas, processes and/or equipment as appropriate.

Assessments will be used as the basis for formulating action plans for remedial measures when necessary. Assessments will be recorded and updated regularly, particularly when changes in work practice cause changes in noise exposure levels of employees.

Reduction of Noise Exposure Levels

The Company will, as far as is reasonably practicable, take all steps to reduce noise exposure levels of employees by means other than the use of personal protection. The company accepts that the use of ear protectors is a last resort and is committed to continuing to seek and introduce alternative methods for reducing noise exposure levels whenever possible in the future.

Provision of Ear Protectors

The Company will provide suitable and effective ear protection to employees working in high noise levels, as indicated as necessary by the results of noise exposure assessments. It will also provide for the maintenance and repair or renewal of the protective equipment and provide training in the selection and fitting of protectors and details of the circumstances in which they should be used.

Hearing Protection Zones

The Company has designated and mark out hearing protection zones (UF Department), which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.

Use and Maintenance of Noise Control Equipment and Procedures

The Company will maintain all equipment and monitor all procedures introduced for the purpose of reducing noise exposure of employees, including enclosures, silencers and machine covers.

All personnel will be required to

- use these procedures and equipment correctly

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- promptly report any defects or deficiencies through the appropriate channels.

Provision of Training

The Company will provide adequate training to employees as part of its hearing conservation and noise control policy.

All employees who are subject to high levels of noise will be provided with:

- information, instruction and training about the harmful effects of noise
- information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy.

Managers and supervisors responsible for formulating and carrying out the organisation's noise policy will also be given appropriate training.

Where a problem arises as a result of noise in the workplace, the employee must inform a responsible person immediately.

Audiometric Testing

Where employees are exposed to risk from high noise levels, the company will adopt a programme of monitoring the hearing of employees subject to high levels of noise to ensure the organisation's noise control policy is effective and that employees' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new employees.

Permits to Work

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day to day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working off site, i.e. on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

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Information and Training

The company will provide the necessary information and appropriate training to ensure that appropriate employees, supervisors, contractors and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

Personal Protective Equipment (PPE)

The Company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the company will:

- ensure that PPE requirements are identified when carrying out risk assessments
- use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- carry out an assessment to identify suitable PPE
- ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- ensure PPE is available to all staff who need to use it
- provide adequate accommodation for correct storage of PPE
- provide adequate maintenance, cleaning and repair of PPE
- inform staff of the risks their work involves and why PPE is required
- instruct and train staff in the safe use and maintenance of PPE
- make arrangements for replacing worn or defective PPE
- review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

Risk Assessment

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough or further actions are required to reduce the likelihood of injury or ill health.

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Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our premises, equipment and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

- assessments are carried out and records are kept
- control measures introduced as a result of assessments are implemented and followed
- employees are informed of the relevant results and provided with necessary training
- any injuries or incidents lead to a review of relevant assessments
- assessments are regularly monitored and reviewed
- suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of our risk assessment process.

Refer:

Risk Assessment Form

Risk Assessment Procedures

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the Company that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Employees can only smoke in the designed smoking area on site.

Smoking is prohibited throughout the entire workplace. This includes Company vehicles. This policy applies to all employees, customers and visitors.

Implementation

All staff are obliged to adhere to and to facilitate the implementation of the policy.

The Company will ensure that all employees and contractors are aware of the policy on smoking.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in Company vehicles that are covered by the law.

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Non-compliance

Non-compliance with this policy and relevant law will be treated as a disciplinary offence.

Stress

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly-demanding work colleagues. As a reasonable employer, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns through the Company's grievance procedure.

Managers, when performing risk assessments on the activities of their department, will pay special attention to potential risks from stress and signs of stress at work will be noted.

If deemed appropriate the Company will offer an employee assistance scheme which will offer confidential and individual counselling to employees who may need it.

Any employee with clear stress-related problems shall receive (if requested) appropriate counselling and help from the Company employee assistance scheme but it is understood that this is not an alternative to looking at the cause of the stress and, if work-related, seeking to alter the structure and working arrangements of the job.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in "common areas". In order to meet our legal obligations with regard to contractors we will ensure that **prior to engaging** any contractor they are competent and that any works are carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor's own safety policy, risk assessments, method statements, permits to work, etc as applicable
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury

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- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place.

Clearly, it will not be necessary to go to such elaborate lengths where the contract is on site for a very short period and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

Construction work and the Construction (Design and Management) Regulations 2015

Where any construction work is carried out that is subject to the Construction (Design and Management) Regulations 2015, we will appoint a Designer, CDM Co-Ordinator and Principal Contractor for each project. We will ensure that those appointed are competent and have adequate resources available to carry out their duties competently.

We will ensure that no construction commences until an adequate health and safety plan covering the work has been prepared. We will ensure that any health and safety file, prepared in relation to any project, is kept readily available for inspection.

Refer: Approval of New Contractors, Questionnaire Contractors, Approved List, Contractors Safety Information

Disabled Workers

The Company will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this the Company will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- encourage employees with special needs to suggest any premises or task improvements to their line managers
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity

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- in a fire or bomb threat evacuation, expect other employees (Buddies) to help disabled people to leave the premises swiftly.

Display Screen Equipment

All reasonable steps will be taken by the Company to secure the health and safety of employees who work with display screen equipment.

To achieve this objective BV Dairy will:

- carry out an assessment of each workstation
- implement necessary measures to remedy any risks found as a result of the assessment
- provide adequate information and training to persons working with display screen equipment
- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- review software to ensure that it is suitable for the task and is not unnecessarily complicated
- arrange for the supply, free of charge, of any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
- advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
- investigate any discomfort or ill health believed to be associated with the use of display screen equipment and take appropriate remedial action
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided
- inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
- report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

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Refer:

- *DSE Workstation Assessment Form*
- *DSE User Training/Information Record*

Drugs and Alcohol

Employees must not drink alcohol on the BV Dairies premises or the premises of its customers or clients.

Any employee who is found consuming alcohol on the Company's premises or the premises of its customers and clients or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the Company's disciplinary procedure.

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

The possession, use or distribution of drugs for non-medical purposes on the Company's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work, you should discuss the problem with your manager or supervisor.

If the Company suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the Company reserves the right to require you to undergo a medical examination to determine the cause of the problem.

If you refuse to undergo a medical examination in such circumstances your refusal will normally be treated as gross misconduct.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the Company reserves the right to suspend you from your employment (with or without pay) to allow the Company to decide whether to deal with the matter under the terms of the Company's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

The Company reserves the right to search you or any of your property held on Company premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The Company reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Company's premises.

Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective the company will:

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- ensure electrical installations and equipment are installed in accordance with IEE Wiring Regulations
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection and testing
- forbid live working unless absolutely necessary, in which case a permit must be issued
- ensure employees who carry out electrical work are competent to do so
- maintain detailed records.

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager/supervisor
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off equipment from the mains when left unattended for long periods
- not bring any electrical item onto the company premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Refer:

- *Portable Electrical Equipment Inspection and Test Register*

Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the company will:

- assess the risk from fire at our premises and implement appropriate control measures
- ensure good housekeeping standards are maintained to minimise the risk of fire
- provide and maintain safe means of escape from the premises
- develop a fire evacuation procedure for all buildings
- provide and maintain appropriate firefighting equipment
- regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment and any fire warning systems
- provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- make arrangements for the safe evacuation of deaf or otherwise disabled persons
- make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- display fire action notices
- keep fire safety records.

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The company does not require persons to attempt to extinguish a fire but extinguishing action may be taken if it is safe to do so.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

Refer:

- *Fire Risk Assessment/Inspection Record*
- *Fire Alarm Procedures*

The fire alarm may be sounded at BV Dairy for several reasons: -

1. **The alarm is being tested and you will hear short burst of the alarm.** This will normally take place on a Friday morning and your Managers and Team leaders will be aware of this. Please remain at your workstations.
2. **The alarm has been activated due a real fire.** The alarm will ring continuously and the fire evacuation procedure should be followed.
3. **The alarm has been activated to do a fire drill.** The alarm will ring continuously and the fire evacuation procedure should be followed.

Evacuation Procedure

- a) Do not stop to pick up personal belongings. **LEAVE THE BUILDING IMMEDIATELY AND CALMLY AT YOUR NEAREST EMERGENCY FIRE EXIT.** Do not run or push other people out of the way. Go straight to the designated **EMERGENCY ASSEMBLY POINT** for the roll call. **Always use the stairs** in the event of a fire and **NEVER** the lift.
- b) If there is any equipment that could cause major safety issues if left running during a fire, shut this down if it is safe to do so e.g. if Mascarpone is running.
- c) **The EMERGENCY ASSEMBLY POINTS** are located in the main car park. The emergency assembly point for the Chill Store and AD Plant is on the grassed area near the crossing to the Chill Store.
- d) BV Dairy Fire Wardens will do a sweep of the building/factory checking that all staff have left the building, closing doors and windows where safe to do so.
- e) Managers, a member of the Technical Team or the Operations Director will pick up the personnel printout from the printer next to the Team Leader Office and Account Office. It is possible that there are visitors on site or personnel that have not clocked in so if you are aware of anyone from your area not at the Emergency Assembly Point please inform a fire warden.
- f) Person who works in reception needs to take the visitor and contractor book and check the list.
- g) **One Designated Person from the department that is based on Assembly Point A (next to the gate) needs to go to the road/lane and stop any vehicles coming to our site, and keep clear for Fire Services to enter.**
- h) Wait at your Emergency Assembly Point until the roll call has been taken and a Fire Warden (or the Fire Brigade if present) has given permission to return to the building.
- i) High Care Factory operators - once the all clear has been given to return to work place your protective clothing in the dirty laundry locker and pick up clean clothing. Take off your shoes

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before the barrier. Wash your shoes at the shoe wash before putting them back on. This is to prevent contamination from the outside being brought back into the factory.

If you discover a fire at BV Dairy:

- a) Stay calm and think logically about what you need to do. This is critical to your safety and that of those around you.
- b) You need to raise the alarm, do this by alerting people in the immediate area shouting, FIRE, FIRE, FIRE and activate the fire alarm from the nearest fire alarm call point. Most fire alarm systems have automatic fire detection in the form of smoke/heat detectors, but others will require you to break or push the Perspex disc on the plastic manual call points. Instructions should be clearly displayed at each call point. Please familiarise yourself with the sites call points as you walk the site.
- c) Next, the first **Manager outside should dial 999** immediately if you can or if you can't, get someone else to do it. Ask for the **FIRE BRIGADE**. Time is critical when dealing with fire, so you must act fast. State clearly the site address (BV Dairy, Wincombe Lane, Shaftesbury, Dorset, SP7 8QD)
- d) Follow the Fire Evacuation procedure.
- e) The **Fire Marshalls** will after the roll call ensure that the building is clear unless it is unsafe to do so. They will communicate with the fire brigade about any people believed to still be in the building and any areas of danger.
- f) You may be able extinguish SMALL fires if the correct equipment is located nearby and it is safe to do so. **ONLY STAFF THAT HAVE BEEN TRAINED ON THE USE OF FIRE EXTINGUISHERS or FIRE BLANKETS** may do this. No one should put themselves at risk.
- g) Under no circumstances should you re-enter the building until the fire service have told you that it is safe to do so.

First Aid

BV Dairy is committed to provide sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the Company will:

- appoint and train a suitable number of first aid personnel to cover all work patterns
- provide and maintain suitable and sufficient first aid facilities including first aid boxes
- provide any additional first aid training that may be required to deal with specific first aid hazards.

First Aiders

First aiders are qualified personnel who have received training and passed an examination in accordance with HSE requirements.

The numbers of first aid personnel at each location will be determined by individual circumstances, the level of risk and in line with current government guidance.

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First aid personnel will be provided with refresher training at regular intervals to keep their skills up to date.

First Aid Boxes

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work. Approved Code of Practice. Only specified first aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept.

Fork Lift Trucks

All reasonable steps will be taken by the Company to ensure the health and safety of employees engaged in or affected by lift truck operation.

To achieve it, BV Dairy will:

- carry out risk assessments covering the movement of fork lift trucks
- provide suitable trucks for the type of goods to moved
- maintain trucks in accordance with the manufacturer's recommendations
- arrange for all lifting gear to be examined at least annually by a competent person
- keep records of all maintenance and examinations for a minimum of 2 years
- provide training to all fork lift truck drivers to L117 standard
- authorise all truck drivers in writing and prohibit use of fork lift trucks by other employees
- arrange for drivers to carry out and record daily pre-use checks and have at least six months records for inspection at any time.

Vehicles

The Company acknowledges that requiring staff to drive company cars or their own vehicle as part of their work activities exposes them to specific hazards and risks. To minimise this risk the organisation will:

- identify any driver training or instruction that may be necessary with regard to accidents, servicing, regular vehicle condition checks, breakdown, maximum working and driving hours and personal safety
- provide additional driver skills training or instruction, as appropriate
- check all driver licenses on a periodic basis

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- ensure that all staff are fully trained, insured and in a fit state of health to drive company or their own vehicles for work-related activities
- ensure that vehicles provided for staff are safe and in a roadworthy condition
- ensure that company vehicles are serviced and maintained in good condition and at intervals recommended by the manufacturer
- ensure that vehicles provided are suitable for the individual who has to use them, e.g. sufficient adjustments, head and leg room, position of controls etc.

Work Equipment

The Company will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

To achieve this objective the company will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- before using any item of work equipment ensure that a risk assessment is carried out and brought to the attention of relevant employees
- inspect all equipment at installation and prior to first use
- regularly inspect work equipment in accordance with the manufacturer's recommendations
- maintain work equipment in accordance with the manufacturer's recommendations
- keep records of all inspections and maintenance
- provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely
- provide refresher training as appropriate and as determined necessary by workplace inspections.

Work at Height

The Company will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The Company will ensure that:

- all work activities that involve work at height are identified and properly planned

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- the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
- adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
- when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
- roof lights and other fragile surfaces will be protected to prevent falls
- fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
- risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
- all the necessary equipment to allow safe access to and egress from the place of work is provided
- all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
- suitable plant is provided to enable the materials used or created in the course of the
- work to be safely lifted to and from the workplace and stored there if necessary
- any working platform and its supporting structures are selected and/or designed in accordance with current standards
- regular inspections of all equipment required for working at height are undertaken
- competent persons are appointed to be responsible for the supervision of all work at height and associated activities
- any contractors from whom they procure services comply with this policy.

Information and Training

The company shall provide any information, instruction and training required to work in a safe manner when working at height.

Refer:

- *Ladder Inspection Record*
- *Working at Height Training Records*

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Young People

While precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process.
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age.
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

Refer:

- *Young Person's risk assessment*

PERFORMANCE EVALUATION

Management Review

The Managing Director and other appropriate Directors and Managers annually partake in a review the management systems carried out by the Technical and HR Manager, to ensure their containing suitability for the needs and objectives of the Dairy, and their adequacy and effectiveness. The meeting also sets and progresses objectives and targets.

The agenda covers;

- Results of internal audits and evaluations of compliance with applicable legal requirements and with other requirements to which BV Dairy subscribes.
- Results of participation and consultation.
- Relevant communications from external interested parties; including complaints
- The performance of the organisation.
- The extent to which objectives have been met.
- Status of incident investigations, corrective and preventative actions.
- Follow up action from previous reviews
- Changing circumstances, including developments in legal and other requirements
- Recommendations for improvements

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Minutes are distributed and followed up to completion.

Appendix 1



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