Quick Guide to preparing for SafeHire Desktop Audit and Site / Depot Assessment(S)

Hire and Rental Industry Business Management and Service Quality Specification.
Developed with assistance from:

Desktop Audits

Please note: HAE EHA can provide template documents for Health & Safety, Environmental, Welfare and Employment. These can be found in the members' area on the BusinessGuard pages at **www.hae.org.uk** and **www.eha.org.uk**

Corporate Social Responsibility (CSR) and Organisational Management

CSR Policy Statement

- Recruiting young people/Apprentices
- Training staff and offering a career path
- Supporting local suppliers and investing in your community
- Supporting local events with resources whether this is equipment, labour, transport or cash
- Supporting environmental initiatives e.g. recycling schemes and sustainable procurement

Note: If you already have an Environmental Policy that includes these activities, you can simply reference your policy in the CSR by inserting: Please refer to our Environmental Policy (including reference number and location) for further information.

Why Produce a Policy
As with all elements of SafeHire, adopting the standard is good for business, many clients ask for proof of CSR as part of their Pre-Qualification Questionnaires so pulling your examples / evidence of CSR best practice into a single policy document reflects well on your organisation.

Corporate Responsibility >>

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Organisational Management

- Organogram (management structure) – Family tree of the business – these documents can be produced with standard software e.g. Microsoft Word/PowerPoint or similar and are often referred to as Org Charts.

Organisational Chart >>

Employment/HR Documents

- Employees Handbook / Statement of Terms and Conditions of Employment
- Induction Checklist for new employees – proof of process for new starters or staff who change job roles or locations
- Example Job Description – may be referenced in your employee handbooks or as an individual document
- Example Employment Contract
- Sample of Employee Performance Review form / PDP / PRP or similar document or other form of objective setting and review process
- Staff meeting dates / agenda and example minutes – to evidence that consultation and communication with staff is sufficient and effective

Environment Management

- Environmental Policy Statement or Reference to a suitable and sufficient environmental element of your CSR policy.
- ISO 14001 Certification Number (if applicable)

Suitable Evidence can include:

- Waste Management Policy
- Use of appropriate waste containers
- Contracts with licenced waste carriers
- Effective recycling arrangements
- Systems or processes that minimise the creation of waste
- Sustainable procurement e.g. repairable kit rather than just disposable

Financial Control/Insurance

- Reference to process or systems used for suitable financial management e.g. accounting software package used (if applicable) e.g. Sage™
- Evidence of procurement safeguards e.g. use of Purchase Orders/Authorised signatories etc.
- Copies of in-date Employers, Public and Products Liability Insurance Certificates
- Copy of latest Annual Accounts Foreword/MD’s Report – as submitted to companies house

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Health, Safety and Welfare

Evidence that the business effectively manages health and safety. The keystone of your safety management system is a suitable and sufficient Health and Safety Policy including its three constituent parts:

- Statement of intent – Signed by MD/CEO/Director for safety
- Organisation – Duty holders for safe operation of the business – named leadership and job roles that have specific responsibilities as part of the company health and safety management system
- Arrangements – what the company arrangements are for specific elements, these typically include: first aid, manual handling, training/competence, auditing, use of contractors (Branch repairs/ maintenance), public safety, fire, gas storage, accident reporting/investigation, electrical work, vehicle and transport management and other items that are managed to ensure compliance with current legislation and industry best practice
- Proof of access to competent H&S advice e.g. HAE EHA BusinessGuard
- Evidence of Depot Safety Meetings and Internal Checks/Audit
- Copies of at least two company Risk Assessments

Occupational Health

Occupational Health should form part of your H&S Management System. The resources dedicated to management of occupation health should reflect the risk posed to your workforce and business.

Elements may include:

- Example of workplace instruction/signage to inform workers about effective occupational health management e.g. manual handling reminders, first aid essentials and similar topics specific to the work area e.g. noise management or dust control in workshops
- Evidence that workplace equipment is maintained e.g. electrical equipment PAT labelling
- Sample of return to work form used following any period of absence including the facility to review whether reasonable adjustments are required to enable the worker to carry out their duties effectively
- Evidence of use of occupational health questionnaire at employment and periodically e.g. 12 monthly that covers items relevant to risk e.g. noise, MSD(Musco-skeletal disorders) Etc.
- Proof of access to appropriate occupational health provision are required

Further Information >>

Quality Management

Evidence of effective quality management may include:

- ISO 9000 certification number (if applicable)
- Company quality manual
- Procedures Manual
- Quality Policy Statement
- Customer Service Policy
- Evidence of Customer Service Policy performance monitoring
- Contingency plans for non-availability of hire software e.g. manual processes

Business Risk Management

- Sample of recent SWOT analysis (Strengths, weaknesses, opportunities, threats) and any strategies/actions that have been implemented based on the SWOT process

SWOT Analysis >>

- Major Incident Continuity Plan e.g. loss of admin centre/IT servers – What plan is in place to ensure the business can continue to operate in the absence of business critical functions

Document Control/Data Protection

Example of how sensitive information is handled including:
- Staff records – Historic and current
- Payment information e.g. Credit Card Details
- Archive of safety critical documents e.g. test records/service sheets etc.

Training/Competence Management

- Training plan for staff including training completed and future plan
- For CITB levy paying organisations a copy of the CITB T&D plan used for grant claims is suitable
- Evidence of driver licence checking records
- Competence mapping – does the organisation associate key learning /assessment activities with different roles e.g. mechanics being PAT trained
- Competence management by the business can include use of qualifications, training, assessment and coaching by experienced staff competence is defined using SKATE i.e. competent workers possess/have the relevant: skills, knowledge, attitude, training and experience

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Site/Depot Assessments

Below is a list of key items the SafeHire assessor will look for when carrying out site/depot assessments.

On arrival, the SafeHire Assessor will:

- Park in marked bays if possible – Hi Viz and boots will be worn
- Meet branch manager and others who may be taking part in assessment e.g. H&S Manager or Director
- Sign in if required / requested
- Explain that the SafeHire standard changed in 2011 and the assessment still covers kit but also addresses business risk and safety of staff, visitors and clients
- Advise that he/she would like to view branch paperwork including H&S file and other documents such as asbestos survey, CoSHH file and risk assessments plus waste carriers licence and 5 year electrics check. Control of Contractors is a common issue – lack of records regarding competence checking contractors visiting / carrying out work at the branch. All these records may be electronic.
- Complete a walk-around / guided tour with the host – Manager or other suitable person to look at:-

Branch yard / premises outdoors – Law – HASWA / Welfare / Management Regs / Occupiers Liability

- Security – are the premises secure
- Yard – condition of paving, markings, walkways, shared access to other premises
- Gas store – as per standards for LPG e.g. 1m from premises, secure, full and empty segregation, bottles of unknown origin
- Wash-down area – waste interceptors and procedures for emptying / risk assessment / waste carriers licence
- Lighting and CCTV – sufficient based on risk
- Van loading area – lit? Level for use of tail-lift
- Trailers – is there a checklist for checking? Breakaway cable, lighting, hitch, ramps, floor, tyres
- Plant park – ready for hire separate from off-hired? – away from other risks e.g. overhead power cables
- Slips & Trips hazards, poor storage of large items e.g. staging's
- Waste management – waste segregation / controlled waste e.g. contaminated rags, filters, etc., waste oil, fluorescent strips in normal skips, etc.
- Check for other significant hazards in area e.g. public access and check for site specific risk assessments
- Review branch paperwork to see if anything spotted is covered by a suitable risk assessment

Buildings – Welfare Regs / Management Regs / HASWA / Work at Height / CoSHH / Fire

- Electrics / redundant systems – are they safe / dead?
- Rooms – clean / walkways marked / adequate temperatures
- Office – suitable and secure storage for documents, shredder (credit card details), fire signage and suitable escapes. Health and Safety Law poster in place and completed. First Aid Kits & First Aiders
- Lighting – emergency lighting – is it needed / in place as per their fire risk assessment?
- Fire doors and extinguishers – in place and in date / operational

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Buildings – Welfare Regs / Management Regs / HASWA / Work at Height / CoSHH / Fire

- Racking – Safe Loading marked and loaded safely / safe means to get equipment on and off racks
- Flammable liquids and sprays – storage – quantities – where stored?
- Mezzanine floors – gate! Railings, toe boards, overloaded? Safe loading marked?
- Workshop – tools used, bench grinders, dust extraction or lack of, heaters used (indirect in petrol workshops), power supplies, adequate lighting, ultrasonic cleaners rather than blowing out carbs etc. PAT area safe, for testing only, supervised testing e.g. via CCTV or second person. Any other specialist kit e.g. battery drop testers (non-asbestos) and battery charging area – ventilated with correct PPE in evidence.

Branch Equipment – PUWER / Management Regs / HASWA

- Forklift – RoTE in place, security of machine, fuel type and storage of fuel / charging area, trained operators?
- Air Compressor – inspected – every 12 months is normal – applies to only certain sized receivers
- Hoists / presses, pedestal drills and other fixed kit. Tested as required? In good condition, guards, PPE available? Welding screens and extraction if regular welding and 14 month thorough examination of fume extractors. Same for paint booths.

Control of Contractors – CDM / Management Regs / Occupiers Liability

- Any evidence that work has been carried out on the branch recently? How was this managed, what records are available to view.

Equipment

- Talk to workshop staff first, explain the process and agree which bench / what tools can be used.
- Check a range of kit, ideally – access, electrical (110 and 240v), 2 stroke, 4 stroke, plant (if any), LPG and any other kit that may be of interest.
- Anything safety related must work
- Anything operational must work
- Anything the machine should have for customer use, must be there
- Key items are where problems can be hidden e.g. behind blades, guards and basic covers
- Ask questions about functions on kit if not sure.

Last Job

- Check a minimum of 10 contracts – check that the right boxes have been completed
- Transport management – how are vehicles / tacho's managed? Daily check reports etc.
- Record how long the audit has taken – 3 hours is the target
- Get contact details for report – agree next steps

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