



Health & Safety

for Contractors and Suppliers working on Yell premises.



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Health & Safety – our policy and approach

Yell is committed to ensuring a safe and healthy working environment for everyone. As part of that commitment we work with our suppliers and contractors to ensure health and safety policies and legislation are applied efficiently and effectively on Yell premises. We expect our suppliers and contractors to comply with relevant legislation and to follow good practice on health and safety in their operations regarding Yell.

To enable us to avoid potential disruption to supplies or services, we will ask supplier and contractor companies to explain how they manage health and safety and to provide information on their health and safety systems and accident record.

Health and safety law applies to everyone and to all work activities. Responsibility for health and safety on Yell premises rests both with Yell and its employees, and with suppliers and contractors:

- In common with all employers, Yell is responsible for protecting people from harm caused by work activities. This includes the responsibility not to harm suppliers and contractors working at Yell premises.
- Yell employees must co-operate with the company and employees of contractor and supplier companies must co-operate with their employers on health and safety matters. Employees must not do anything which puts them or others at risk.
- Employees must be trained and clearly instructed in their duties and responsibilities.
 - Self employed people must not put themselves or others in danger.
- Suppliers of chemicals, machinery and equipment must make sure their products are safe and provide information on this.
 - All gas-installation businesses, including those run by the self employed, must be registered under CORGI.



protection



co-ordination

Working with Yell

There are a number of simple steps that will help ensure your working relationships with Yell are safe and successful.

Know what is expected of you and/or your employees

- Discuss work requirements with your Yell contact before starting work. Make sure you, your Yell contact and your employees (if appropriate) have a clear understanding of what the work involves and any particular health and safety issues that apply.
- As the work progresses meet with your Yell contact as necessary – and particularly if significant changes are necessary in order to get the job done.

Control and co-ordinate the work

- Make sure everyone knows who is in control and co-ordinating the work. Ensure everyone knows who is managing any health and safety issues or risks that might arise.
- Your employees – particularly any managers or supervisors involved must understand and accept their health and safety responsibilities.
- Your employees – must know what they must do, how they will be supervised and how they will be held accountable.

Working with Yell

Co-operate with others

- Work with your Yell contact and any other contractors or suppliers involved to maintain a safe and healthy working environment and agree health and safety responsibilities, before starting work.
- Where possible and appropriate, improve your employees' understanding of the work and health and safety issues by involving them in the planning process.

Make sure you have the knowledge and skills

- Ensure you and your employees have the necessary skills, training and experience to carry out all the tasks safely and effectively. Double check this where work of a particularly hazardous or dangerous nature is involved.
- Make sure you and your employees have the relevant health and safety information, instruction and training for the job to be done.
- Liaise with your Yell contact for advice and information where necessary.



training



Health and Safety Legislation

The two most important health and safety laws for employers and contractors are:

The Health and Safety at Work etc Act, 1974

The Management of Health and Safety at Work Regulations, 1999

A number of other regulations may be relevant to contractors working with Yell and you are encouraged to review your work against their requirements.

The Control of Substances Hazardous to Health (COSHH) Regulations, 1999.

The Manual Handling Operations Regulations, 1992.

The Noise at Work Regulations, 1989.

The Control of Asbestos at Work Regulations, 1987.

The Construction (Design and Management) Regulations, 1994.

Personal Protective Equipment at Work Regulations, 1992.

What you need to do to comply with the law and to meet Yell's expectations of suppliers and contractors

You must have a health and safety policy statement

You must have your own health and safety policy statement and if you have five or more employees that statement must be in writing. A Yell representative may ask to see your policy statement, or have it explained, as part of our contractor and supplier review process.

Your health and safety policy statement should be specific to your business. It should be clear about how health and safety are managed in your organisation, and, in particular, it should:

- State what you want to achieve in your business in terms of preventing accidents and ill health
- Give details about how you will implement your policy
- Identify who has what health and safety responsibilities under the policy
- Be regularly reviewed and updated in light of changes to business activities and processes.

prevention

Health and Safety Legislation

You must ensure the risks associated with the work are properly assessed

The law requires that employers assess the risks in the workplace.

In Yell we carry out risk assessments on all our work and ensure that these assessments are regularly reviewed and updated. You should discuss risk assessment with your Yell contact to establish whether the type of work you will be doing is covered by a Yell risk assessment.

Where the work you will be doing is not covered by a Yell risk assessment, for example, because it falls outside the normal scope of Yell operations, you must carry out a risk assessment.

A risk assessment is a careful examination of your work to identify anything that could cause harm to people. Assessment allows you to weigh up whether you have taken enough precautions or whether you should do more to prevent harm. It is recommended that you discuss your work and the risk assessment with your Yell contact with guidance from Yell's EH&S team.

Doing a risk assessment will help you to:

- Identify hazards
- Assess how likely it is that someone could be harmed as a result of the risk, and how seriously.
- Eliminate the risks or, where this is not possible, put in measures to control them.

When carrying out a risk assessment you should consult your employees, your Yell contact and your safety representatives.

The law only requires written risk assessments for employers with five or more employees. However, we require all our contractors and suppliers to put in writing all their risk assessments relevant to working with Yell.

Your written risk assessments should:

- Clearly identify any hazards which could result in serious injury or ill health.
- Say who would be at risk from those hazards.
- Say what you are doing to control and minimise those hazards
- Say what more you need to do to make the activity as safe and healthy as possible.

risk assessment



Health and Safety Legislation

You must give information, instruction and training on health and safety

To comply with the law and our requirements, you need to give information about health and safety relevant to your work to your employees, to people in Yell affected by your work and to any other contractors or suppliers involved in your work.

You must also give instruction and training to ensure the health and safety of your employees. This is particularly important for new employees, when working methods or types of risk change, and when people need refresher training to bring their skills up to date. You may also be asked to give training to Yell employees if aspects of your work make it necessary.

In addition, a number of Regulations dealing with particular hazards and types of work require you to provide specific information and training.

You must keep records of accidents

We may ask you to provide details of your accident record and of any accidents or incidents reported to the health and safety authorities under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations – RIDDOR.

The Regulations describe the kinds of accidents, illnesses and dangerous occurrences you need to report.

If you are self employed you must report and keep a record of accidents to yourself and to members of the public, if they happen on your premises. If you have an accident whilst working on Yell premises, you must tell your Yell contact who will then arrange for the official report to be made.



keeping records



Health and Safety Legislation

You must have appropriate insurance cover

You must have appropriate insurance policies against liability for bodily injury or disease sustained by your employees at work. As a contractor or supplier working on Yell premises we may expect you to have Contractor All Risks insurance cover in place before you start work, depending on the type of work you will be doing. Your Yell contact will discuss this with you.

You must provide adequate supervision

Good supervision is essential to maintaining healthy and safe working conditions. Where appropriate, your Yell contact will need to know who will be responsible for supervising the work. You will need to confirm to your contact that your supervisors have the knowledge and expertise to do the job adequately.

You must monitor your health and safety performance whilst working with Yell

We will need to see evidence that you are monitoring health and safety whilst working with or for Yell. Monitoring the job allows you to show:

- That what should be happening according to plans and risk assessments is happening
- That health and safety targets set in the statement of requirement are being met
- That incidents and near misses are being investigated, and
- That remedial action is being taken where necessary.

Other Considerations

Construction and maintenance work

For many construction, refurbishment, maintenance, repair and redecoration works the Construction (Design and Management) Regulations, 1994 (CDM) will apply. These CDM regulations place responsibilities on Yell, as the client, planning supervisors, designers and contractors to plan, co-ordinate and manage health and safety throughout all stages of a project.

The CDM regulations will generally apply to construction work which is notifiable to the Health & Safety Executive (HSE) – that is, work that lasts for more than 30 days or will involve more than 500 person days of work. It also applies to non-notifiable work involving five or more people on site at any one time. Where appropriate, you must provide evidence to Yell that you are complying with the CDM regulations.

maintenance





Other Considerations

Health and Safety Method Statement

For most construction and maintenance work we may ask you to prepare a detailed method statement showing how you intend to carry out the job and how you will control and manage health and safety effectively.

The method statement should be based on your assessment of the risks to the health and safety of anyone who could be affected by the work.

Subcontracting work

If you intend to subcontract some of the work, you will need to ensure that your subcontractors operate to the same health and safety standards as we expect from you. Your Yell contact will discuss this with you and may ask you to provide written confirmation of your subcontractor's health and safety policy and methods.

Working with 'Permit to Work'

Some of our maintenance and refurbishment work is covered by a 'permit to work' system. Your Yell contact will advise you if this is the case for any work you may be doing for Yell.

Further Information

The information in this document is based on the "Working Together" booklet produced by the Health and Safety Executive (HSE) as guidance on health and safety for contractors and suppliers.

The HSE publishes a wide range of leaflets and booklets on the health and safety matters referred to in this document.

Your Yell contact will discuss and explain what we require of you as a contractor or supplier. If you are in any doubt about what is required of you please refer to the HSE leaflets and seek advice from your Yell contact before starting work.



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