









HEALTH SAFETY & WELFARE HANDBOOK

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PEOPLE CIS LIMITED

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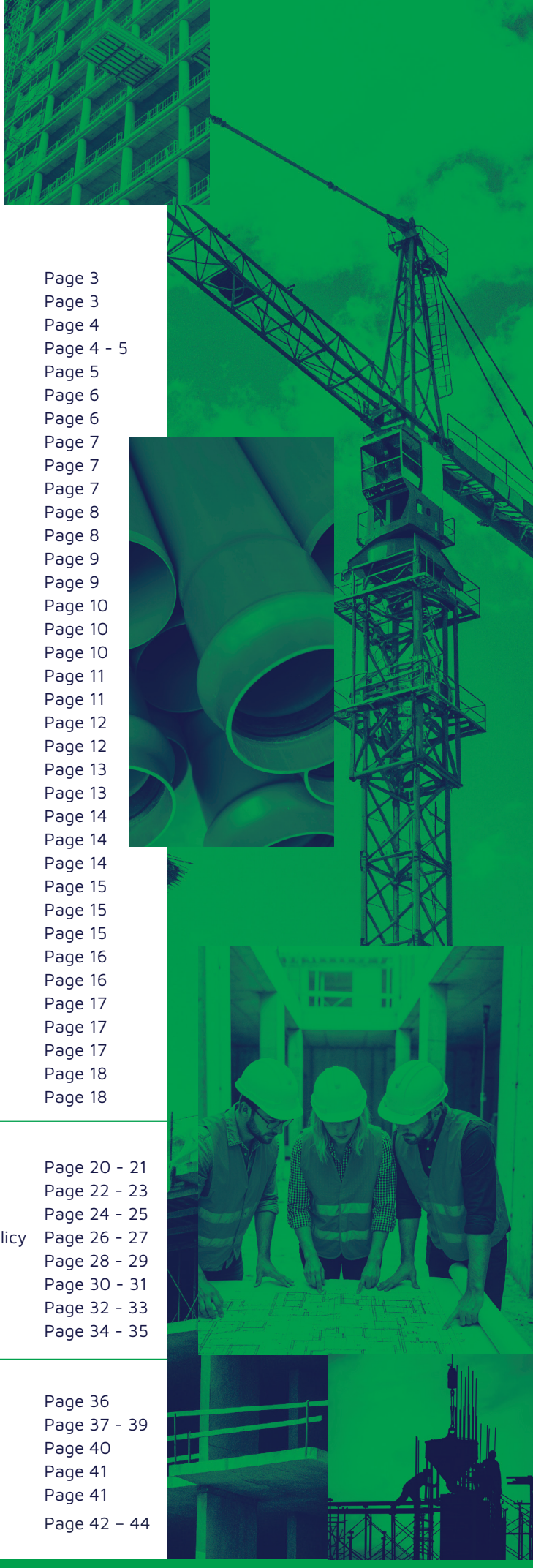
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PART 1

HEALTH, SAFETY & WELFARE HANDBOOK

1. INTRODUCTION

People CIS Limited is committed to maintaining lawful, well-documented and practical arrangements for the protection of workers engaged through the business. This handbook gives contractors and internal personnel a clear statement of the minimum standards expected when accepting, onboarding, supervising, supporting or performing assignments. It has been written for real-world use: the language is designed to be direct enough for workers, but structured strongly enough to stand up to client, MSP and compliance audit review.

The document has also been written to reflect the way umbrella and contractor supply chains actually operate. In most cases People CIS Limited will not control the premises where the work is carried out. The host client will normally control the site, systems, plant, substances, emergency arrangements and direct supervision. For that reason, workers must always follow the host client's local rules and stop work if those rules, conditions or controls are missing, unclear or unsafe.

This edition deliberately expands beyond the source Sterling handbook. It includes clearer governance wording, more explicit allocation of responsibilities, stronger escalation routes, a fuller policy pack, a legal and guidance register, and a format suited to agency, MSP and public-sector due diligence. The handbook should be reviewed alongside current official sources because health and safety law, HSE guidance and sector rules develop over time.

WHAT THIS HANDBOOK IS DESIGNED TO ACHIEVE

- ☑ set a clear baseline standard for all workers engaged through People CIS Limited;
- ☑ support induction, compliance conversations and issue escalation before and during assignments;
- ☑ reinforce the worker duty to take reasonable care, co-operate and report concerns;
- ☑ support host-client and agency due diligence by showing documented, current arrangements; and
- ☑ provide a linked policy pack for deeper operational control in key risk areas.

2. COMPANY DETAILS AND GOVERNANCE POSITION

People CIS Limited is a private limited company registered in England under company number 06933298. Its registered office is People Group House, Three Horseshoes Walk, Warminster, England, BA12 9BT. Those details should be used in controlled documents, tenders, framework submissions and formal due diligence responses unless a different correspondence address is expressly approved.

Where this handbook refers to "the Company", it means People CIS Limited. References to "host client" mean the end user or site controller where the work is performed. References to "agency" or "MSP" mean the recruitment business, master vendor or managed service provider involved in arranging the engagement. References to "worker" include contractors and other individuals engaged through People CIS Limited where the handbook has been issued as part of onboarding or assignment compliance.

This document is written to support a layered governance model. Company-level controls include policy issue, legal monitoring, worker communication, onboarding checks, welfare signposting and escalation support. Site-level controls include task-specific risk assessments, inductions, equipment, first aid, emergency arrangements and supervision. No worker should assume that receipt of this handbook replaces the need for a site induction or a task-specific briefing. Key law and guidance: Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999; HSE Managing for health and safety (HSG65)

Linked policies: Risk Management and Risk Assessment Policy; Incident Reporting, Investigation and RIDDOR Policy; Safeguarding Policy

3. HEALTH AND SAFETY POLICY STATEMENT

The Board of Directors of People CIS Limited recognises that effective management of health, safety and welfare is a core business responsibility and not an optional add-on. The Company therefore aims to prevent injury and work-related ill health, promote positive reporting and learning, and maintain arrangements that are proportionate to the risks associated with the sectors in which its workers are placed.

The Company will, so far as is reasonably practicable within its role in the labour supply chain, maintain written arrangements for risk management, contractor communication, incident escalation, safeguarding escalation, audit support and document review. It will also seek competent health and safety input where specialist advice is required and will review this handbook whenever there is a material change to legal requirements, operating model or the risk profile of assignments.

- communicate openly on health, safety, welfare and safeguarding concerns;
- expect host clients to provide suitable site-specific controls and will escalate where these appear absent or inadequate;
- encourage workers to raise concerns without fear of detriment;
- support investigation of incidents, unsafe conditions and near misses;
- promote competence, supervision, induction and clear reporting lines; and
- review policies and controls using the Plan–Do–Check–Act approach set out in HSG65.

No commercial, operational or placement pressure should override safety. Workers are expected to stop, challenge and escalate if an assignment cannot be carried out safely. Managers, agencies and host clients are expected to treat such escalation as a compliance matter rather than a performance problem.

POLICY RULE

- ✓ **No worker is expected to start or continue an activity that presents a serious and immediate danger.**
- ✓ **Every incident, near miss and material concern must be reported and, where necessary, investigated.**
- ✓ **This handbook is reviewed at least annually and sooner if legal or operational triggers arise.**

4. ROLES AND RESPONSIBILITIES

Health and safety duties are shared. Legal responsibility will depend on who controls the work, the premises, the equipment and the worker. The paragraphs below do not replace the law, but they set out the minimum governance expectations that apply when People CIS Limited places or supports workers on assignment.

4.1 Board of Directors and Company leadership

- Approve the policy direction, review significant incidents and support adequate resourcing of compliance arrangements.
- Ensure competent advice is available where required and that documented arrangements remain current.
- Promote a culture in which workers, recruiters and compliance staff can raise concerns early.

4.2 Compliance, onboarding and support teams

- Issue this handbook and maintain version control.
- Make workers aware that site induction, host risk controls and assignment-specific procedures remain mandatory.
- Capture and escalate incident notifications, safeguarding concerns and significant welfare issues.
- Assist agencies and clients with reasonable due diligence requests relating to the Company's documented health and safety arrangements.

4.3 Host clients and site controllers

- Provide and maintain a safe place of work, safe access and egress, safe plant, task-specific control measures and appropriate supervision.
- Complete suitable and sufficient risk assessments and communicate safe systems of work to workers before the task starts.
- Provide site inductions, local emergency arrangements, first aid provision, welfare facilities and safeguarding procedures where relevant.









4.4 Workers and contractors

- Take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions.
- Co-operate with lawful instructions, site rules, training and safe systems of work.
- Use equipment and PPE correctly and report defects, hazards, incidents and near misses without delay.
- Do not interfere with, bypass or misuse anything provided in the interests of health, safety or welfare.

Workers should be aware that breaches of health and safety duties can lead to disciplinary consequences, removal from assignment, civil liability and, in serious cases, criminal prosecution. The safest approach is always to ask, verify and escalate where there is uncertainty.

Key law and guidance: Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999; HSE health and safety law poster / leaflet

5. STARTING AN ASSIGNMENT

A worker must not start work until all essential pre-start controls are in place. That includes confirmation of the assignment, clarity over who the host supervisor is, completion of the host induction, understanding of site hazards, emergency arrangements, reporting lines and issue escalation. A generic handbook is never a substitute for a real local briefing.

- Report to the person named by the host client or site controller on arrival.
- Complete all inductions, identity checks, permit controls and briefings required for the site or task.
- Read or be briefed on the relevant risk assessments, method statements and safe systems of work.
- Confirm welfare arrangements, first aid arrangements, fire alarm arrangements, emergency exits and assembly point.
- Confirm any safeguarding, patient-safety, lone-working or public-protection requirements that apply in the setting.
- Do not use equipment, access systems, vehicles or machinery unless you are trained, competent and authorised.

If a worker is not inducted, does not understand the task, or is being asked to improvise without suitable information, instruction or supervision, the correct response is to stop and escalate. Starting regardless may expose the worker and others to avoidable risk and can undermine both legal compliance and insurance position.

Linked policies: Risk Management and Risk Assessment Policy; PPE Policy; Safeguarding Policy; Fire Safety and Hot Work Policy

6. ACCIDENT, INCIDENT, NEAR-MISS AND ILL-HEALTH REPORTING

All accidents, incidents, near misses, dangerous occurrences, occupational ill-health concerns and significant acts of violence or aggression must be reported promptly. Small incidents matter because they often reveal weaknesses in supervision, housekeeping, equipment condition, competence or planning. Near misses are especially important because they provide a chance to learn before somebody is harmed.

1. Make the area safe and obtain first aid or emergency assistance as required.
2. Report the matter immediately to the host supervisor or responsible person on site.
3. Ensure the event is recorded in the host client's local reporting system or accident book where one exists.
4. Notify People CIS Limited as soon as reasonably practicable so that the matter can be triaged, supported and investigated where appropriate.
5. Preserve relevant evidence where safe to do so, especially for serious incidents, dangerous occurrences or safeguarding concerns.

Some events must also be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). Reportability depends on the type of event, whether it is work-related, and whether the threshold for reporting is met. The legal duty to notify usually sits with the employer, self-employed person or person in control of the premises, but People CIS Limited expects prompt sharing of information so that responsibilities can be checked and, where needed, coordinated.

ALWAYS REPORT

- ✓ **death, specified injuries, loss of consciousness, electrical incidents, collapses, fires and dangerous occurrences;**
- ✓ **over-seven-day injuries and suspected work-related diseases or health effects;**
- ✓ **violence, aggression, harassment, safeguarding concerns and significant welfare issues;**
- ✓ **equipment failures, gas releases, asbestos disturbance, spillages and near misses with serious potential.**

Key law and guidance: RIDDOR 2013; HSE incident reporting guidance; Health and Safety (First-Aid) Regulations 1981

7. YOUNG PERSONS

Where a worker is under 18, the law requires particular attention to age, experience, maturity and awareness of risk. The objective is not to exclude young workers from sensible work experience, but to make sure they are protected from tasks that they may not yet be able to judge or control safely.

- The host client must be told immediately if a worker is under 18.
- Risk assessment must take account of lack of experience, immaturity and unfamiliarity with hazards.
- Training, supervision and task allocation must be adapted accordingly.
- Young workers must not be exposed to work beyond their physical or psychological capacity or to harmful exposure without suitable lawful controls.

Key law and guidance: Management of Health and Safety at Work Regulations 1999 – young persons; HSE Young people at work guidance

8. NEW AND EXPECTANT MOTHERS

Pregnancy, recent childbirth and breastfeeding can create risk factors that are not visible to others and that may change over time. Workers are encouraged to notify the host client and People CIS Limited as early as possible so that an individual review can be completed and suitable steps taken.

- General workplace risk assessments should already consider women of childbearing age.
- When notified in writing that a worker is pregnant, breastfeeding or has given birth in the last six months, an individual assessment is required.
- Controls may include temporary adjustment of tasks, hours, exposure, manual handling demands, rest arrangements or site access.
- If a safe adjustment cannot be achieved, the matter must be escalated for an alternative arrangement.

Key law and guidance: Management of Health and Safety at Work Regulations 1999; HSE guidance for pregnant workers and new mothers; Equality Act 2010

9. RISK ASSESSMENT AND SAFE SYSTEMS OF WORK

Risk assessment is the starting point for safe work. The legal test is not perfection, but whether the assessment is suitable and sufficient for the hazards, people and environment involved. Assessments must be specific enough to identify what could go wrong, who could be harmed, what controls are required and how those controls will be communicated, checked and reviewed.

- Identify hazards and who might be harmed, including workers, visitors, patients, pupils, contractors and members of the public.
- Evaluate the risk and decide what controls are needed, using the hierarchy of control rather than defaulting straight to PPE.
- Record significant findings where required and make sure they are understandable to the people doing the work.
- Review whenever there is a change in task, people, location, equipment, substances, environment or known concern.
- Use dynamic assessment on the day as a supplement, not a substitute, for planned assessment.

Workers must not proceed with a foreseeable high-risk task unless they understand the assessment, the safe system of work and any permit conditions that apply. If circumstances change on the day, the work must pause and the assessment must be revisited.

Key law and guidance: Management of Health and Safety at Work Regulations 1999; HSE risk assessment guidance; HSG65 Plan–Do–Check–Act

10. ASBESTOS

Asbestos remains a critical occupational health hazard, particularly in buildings built or refurbished before 2000. The main risk arises when asbestos-containing materials are disturbed and fibres become airborne..

Key law and guidance: Control of Asbestos Regulations 2012; HSE Asbestos ACOP L143; Duty to manage asbestos (Regulation 4)

Minimum control expectations

- Assume suspect materials contain asbestos unless reliable evidence proves otherwise.
- Check the asbestos register, refurbishment/demolition survey and permit controls before intrusive work begins.
- Stop work immediately if unknown insulation, boards, lagging, sprayed coatings or debris are discovered.
- Only licensed or otherwise appropriately authorised contractors may carry out higher-risk asbestos work.
- Prevent unauthorised disturbance, isolate the area and report without delay.

Worker rules and stop-work triggers

- Do not drill, cut, sand, break, sweep or remove suspect material.
- Do not treat textured coatings, insulating board, old floor tiles or pipe lagging as harmless.
- Seek clarification before maintenance, refurbishment or demolition work in older premises.

Linked policies: Risk Management and Risk Assessment Policy; COSHH and Hazardous Substances Policy; Incident Reporting, Investigation and RIDDOR Policy





11. CONFINED SPACES

A confined space is a place that is substantially enclosed and where serious injury can occur from hazardous substances or dangerous conditions such as lack of oxygen, toxic gas, flooding or fire. Entry should be avoided wherever reasonably practicable.

Key law and guidance: Confined Spaces Regulations 1997; HSE L101 and INDG258

Minimum control expectations

- Avoid entry by redesigning the task if possible.
- Where entry is necessary, use a permit-to-work, atmospheric testing, ventilation and clear supervision.
- Plan rescue before entry; emergency services alone are not a rescue plan.
- Use competent, trained persons and suitable communication arrangements.
- Never rely on smell or appearance to judge whether the atmosphere is safe.

Worker rules and stop-work triggers

- Do not enter alone or without authorisation.
- Do not enter without current gas testing where required.
- Do not improvise rescue unless trained and it is safe to do so.

Linked policies: Risk Management and Risk Assessment Policy; Fire Safety and Hot Work Policy

12. DRUGS, ALCOHOL AND FITNESS FOR WORK

Impairment from alcohol, drugs, certain medications, fatigue or other conditions can turn routine work into high-risk work. The Company expects every worker to present fit for work and to speak up early where support is needed.

Key law and guidance: Health and Safety at Work etc. Act 1974; HSE Managing drug and alcohol misuse at work guidance

Minimum control expectations

- Workers must report for duty fit to work and capable of carrying out assigned tasks safely.
- Safety-critical duties require particular scrutiny, including work with vehicles, machinery, electricity, lifting equipment, rails, ladders and patient or public interfaces.
- Concerns must be escalated confidentially and appropriately; support and risk control should be considered together.
- Testing, if used by a client, must be lawful, proportionate and carried out under a clear policy.

Worker rules and stop-work triggers

- Do not work under the influence of alcohol, illegal drugs or impairing substances.
- Do not drive, operate plant or carry out safety-critical tasks if fitness is in doubt.
- Seek help early rather than conceal a problem

Linked policies: Safeguarding Policy; Incident Reporting, Investigation and RIDDOR Policy

13. EXCAVATIONS AND BURIED SERVICES

Excavation work can cause collapse, falls, service strikes and vehicle incidents. Underground electricity cables, gas lines, water services and telecoms are frequently involved in serious accidents.

Key law and guidance: Construction (Design and Management) Regulations 2015; HSG47 Avoiding danger from underground services; Electricity at Work Regulations 1989

Minimum control expectations

- Plan the work, obtain current service information and use locating devices plus safe digging techniques.
- Use a permit-to-dig where the site requires one.
- Support, batter back or otherwise protect excavations as necessary and inspect them at suitable intervals.
- Provide edge protection, safe access/egress and spoil management.
- Use stop blocks, banksmen and segregation where vehicles operate near the excavation.

Worker rules and stop-work triggers

- Do not enter unsupported excavations or those with poor access.
- Do not assume drawings are exact; verify on site.
- Stop if the ground condition, water ingress or service location is uncertain.

Linked policies: Risk Management and Risk Assessment Policy; Work at Height Policy; Incident Reporting, Investigation and RIDDOR Policy

14. ELECTRICAL SAFETY AND OVERHEAD SERVICES

Electricity can kill or cause severe burns, explosions and fires. Risk is increased by damaged equipment, wet conditions, inappropriate repair, poor isolation and work near overhead or buried services.

Key law and guidance: Electricity at Work Regulations 1989; HSE HSR25 and HSG85; HSE GS6 Avoiding danger from overhead power lines

Minimum control expectations

- Use equipment suitable for the environment and task, and inspect it before use.
- Remove defective equipment from use and report it immediately.
- Use appropriate supply, isolation, protective devices and residual current protection where required.
- Maintain safe clearances from overhead lines and buried services; obtain competent advice and permits where needed.
- Ensure only trained and authorised persons perform electrical work or interfere with electrical systems.

Worker rules and stop-work triggers

- Do not use damaged leads, plugs, casings or adaptors.
- Do not carry out live work unless it is justified, planned and controlled by competent persons.
- Do not assume a cable, rail or conductor is dead because it looks isolated

Linked policies: PPE Policy; Risk Management and Risk Assessment Policy

15. WORK EQUIPMENT AND PUWER

Work equipment includes any machinery, appliance, tool or installation used at work. The law requires it to be suitable, maintained, inspected where necessary and used only by people with adequate information, instruction and training.

Key law and guidance: Provision and Use of Work Equipment Regulations 1998 (PUWER); HSE PUWER overview and INDG291

Minimum control expectations

- Select equipment that is suitable for the task, environment and user.
- Complete pre-use checks and defect reporting.
- Ensure guards, interlocks, emergency stops, warnings and instructions are in place and understood.
- Maintain inspection, servicing and where relevant statutory examination records.
- Control access to equipment to trained and authorised users.

Worker rules and stop-work triggers

- Do not defeat guards or use tools for purposes they were not designed for.
- Do not use equipment that is obviously unsafe, overdue for inspection or missing critical safeguards.
- Stop if you have not been trained or briefed.

Linked policies: PPE Policy; Risk Management and Risk Assessment Policy

16. FIRE SAFETY

Fire safety depends on preventing ignition, controlling fuel sources, protecting escape routes and making sure people know what to do in an emergency. In many workplaces the key legal duty sits with the responsible person or premises controller, but workers still play a vital part in prevention and response.

Key law and guidance: Regulatory Reform (Fire Safety) Order 2005 as amended; HSE fire safety guidance; Home Office fire risk assessment guidance

Minimum control expectations

- Know the alarm method, evacuation route, assembly point and local arrangements for visitors or vulnerable persons.
- Keep escape routes, fire doors, alarms and extinguishers clear and unobstructed.
- Store flammables correctly, control ignition sources and maintain housekeeping.
- Review the effect of works on occupied premises, including alarms, compartmentation and means of escape.
- Challenge blocked exits, disabled alarms, poor housekeeping and unauthorised hot work.

Worker rules and stop-work triggers

- Do not ignore alarms or assume they are tests unless clearly informed.
- Do not block fire exits, wedge fire doors or overload electrical equipment.
- Do not re-enter evacuated premises until authorised.

Linked policies: Fire Safety and Hot Work Policy; Incident Reporting, Investigation and RIDDOR Policy

17. FIRST AID

Prompt first aid can prevent deterioration and supports effective emergency response. Workers should know how first aid is arranged on the site they are attending and how to summon help.

Key law and guidance: Health and Safety (First-Aid) Regulations 1981; HSE L74 and first aid overview

Minimum control expectations

- Confirm first aiders, kits, rooms and emergency numbers as part of induction.
- Report all injuries, however minor they appear, so that treatment and recording can be completed.
- Consider non-employees and members of the public where they may be affected by site activity.
- Ensure first aid supplies remain suitable and stocked for the site risk profile.

Worker rules and stop-work triggers

- Do not administer treatment beyond your competence.
- Do not leave injuries unreported because they seem minor at the time.
- Escalate urgently if symptoms worsen or the person becomes unresponsive.

Linked policies: Incident Reporting, Investigation and RIDDOR Policy

18. HAZARDOUS SUBSTANCES (COSHH)

Hazardous substances can harm the body by inhalation, skin absorption, ingestion or injection. COSHH requires exposure to be prevented or adequately controlled, with particular attention to carcinogens, mutagens, asthmagens and substances with workplace exposure limits.

Key law and guidance: Control of Substances Hazardous to Health Regulations 2002; HSE COSHH ACOP L5; EH40 Workplace Exposure Limits

Minimum control expectations

- Identify substances, obtain current safety data sheets and complete COSHH assessments before use.
- Follow the hierarchy of control: elimination, substitution, enclosure, extraction, reduced quantity, work methods, hygiene and PPE.
- Consider exposure routes, vulnerable workers, storage compatibility, waste and spill response.
- Use health surveillance where indicated by the risk assessment or the law.
- Review controls if there is a spill, complaint, monitoring result, incident or process change.

Worker rules and stop-work triggers

- Do not decant or use substances unless containers are correctly labelled and controls are clear.
- Do not eat, drink or smoke where contamination may be present.
- Report symptoms such as dermatitis, breathing difficulty, dizziness or eye irritation.

Linked policies: COSHH and Hazardous Substances Policy; PPE Policy; Risk Management and Risk Assessment Policy

19. HOT WORK

Hot work such as welding, cutting, brazing and grinding can ignite combustible materials, introduce toxic fume risks and create hidden fire spread. It should be tightly controlled, especially outside a designated safe area.

Key law and guidance: Regulatory Reform (Fire Safety) Order 2005; DSEAR 2002; HSE hot work and process fire guidance

Minimum control expectations

- Use a permit-to-work wherever the site requires one or where flammables, combustibles or hidden voids may be affected.
- Remove or protect combustible materials and confirm the area is suitable before work begins.
- Provide suitable extinguishers, trained persons and a fire watch during and after the work.
- Check gas equipment, hoses, valves and flashback arrestors before use.
- Consider fume extraction, respiratory risk, isolation of detectors and reinstatement of fire systems.

Worker rules and stop-work triggers

- Do not carry out hot work without authorisation and competence.
- Do not weld or cut containers that may contain flammable residues unless properly cleaned and assessed.
- Do not leave the area without confirming post-work checks have been completed.

Linked policies: Fire Safety and Hot Work Policy; COSHH and Hazardous Substances Policy

20. LEAD

Lead exposure can occur in activities involving paint, scrap, solder, batteries, construction materials and remediation works. The main routes of entry are inhalation and ingestion, and controls must focus on preventing contamination and exposure.

Key law and guidance: Control of Lead at Work Regulations 2002; HSE Control of Lead at Work guidance L132

Minimum control expectations

- Identify where lead may be present and assess the task before work starts.
- Use suitable methods to minimise dust and fume, including wet methods or controlled extraction where appropriate.
- Provide washing, changing and eating arrangements that prevent ingestion.
- Use appropriate respiratory and other PPE where required and ensure it is suitable and maintained.
- Apply health surveillance and biological monitoring where the law or assessment requires it

Worker rules and stop-work triggers

- Do not eat, drink or smoke in contaminated areas.
- Do not take contaminated clothing home.
- Report symptoms and notify the host of pregnancy or other relevant health issues.

Linked policies: COSHH and Hazardous Substances Policy; PPE Policy

21. LIFTING OPERATIONS AND CRANES

Lifting operations fail when planning, examination, communication or ground conditions are poor. All lifting operations involving lifting equipment must be properly planned, appropriately supervised and carried out in a safe manner.

Key law and guidance: Lifting Operations and Lifting Equipment Regulations 1998 (LOLER); HSE LOLER overview and INDG290; Construction lifting operations guidance

Minimum control expectations

- Use only equipment and accessories with suitable marking, examination and inspection status.
- Ensure lifting plans identify the appointed person, operator, slinger/signaller and supervision arrangements.
- Check load weight, radius, ground bearing, weather, exclusion zones and overhead hazards.
- Maintain communication throughout the lift and prevent people from entering the danger zone.
- Apply special controls for lifting persons and for complex or unusual lifts

Worker rules and stop-work triggers

- Do not stand under suspended loads.
- Do not use unmarked, damaged or improvised lifting accessories.
- Do not operate cranes or direct lifts unless competent and authorised.

Linked policies: Risk Management and Risk Assessment Policy; PPE Policy; Incident Reporting, Investigation and RIDDOR Policy









22. MACHINERY

Machinery injuries often involve entanglement, crushing, cutting, ejection or contact with hot parts. The strongest controls are fixed design controls such as guarding, interlocks, safe distances and isolation arrangements.

Key law and guidance: PUWER 1998; HSE work equipment and machinery guidance

Minimum control expectations

- Carry out pre-use checks and remove defective machinery from service.
- Use guards, fixed enclosures, interlocks, jigs or push-sticks as designed.
- Follow isolation and lock-off arrangements for cleaning, maintenance or jam clearing.
- Control clothing, jewellery and hair near moving parts.
- Keep instructions, supervision and competence aligned to the machine risk

Worker rules and stop-work triggers

- Do not bypass guards or reach into dangerous parts.
- Do not wear loose items that could become entangled.
- Do not clean, service or unjam moving machinery unless the safe procedure allows it.

Linked policies: PPE Policy; Risk Management and Risk Assessment Policy

23. MANUAL HANDLING

Manual handling remains a common source of strains, sprains and long-term musculoskeletal injury. The legal sequence is to avoid hazardous manual handling where possible, assess unavoidable tasks and reduce risk so far as reasonably practicable.

Key law and guidance: Manual Handling Operations Regulations 1992; HSE L23 and INDG143

Minimum control expectations

- Avoid manual handling by redesigning the task or using mechanical aids wherever practicable.
- Assess the task, individual, load and environment before lifting or moving.
- Break down awkward loads, use team lifts where suitable and plan the route.
- Consider vulnerable workers, fatigue, pregnancy, previous injury and uneven or restricted environments.
- Encourage early reporting of pain or discomfort so tasks can be reviewed.

Worker rules and stop-work triggers

- Do not attempt lifts that exceed your capability or where your route is blocked.
- Do not twist under load or lift from poor positions if another safer method exists.
- Use equipment provided, and report broken trolleys, pallet trucks or handling aids

Linked policies: Manual Handling Policy; Risk Management and Risk Assessment Policy

24. NOISE

Excessive noise can cause permanent hearing damage and tinnitus. Under the Noise Regulations, action is required at specific exposure values and reliance on hearing protection alone is not enough where noise can be reduced at source.

Key law and guidance: Control of Noise at Work Regulations 2005; HSE noise regulations and L108

Minimum control expectations

- Assess exposure and identify whether lower or upper action values are reached.
- Reduce noise at source using engineering or organisational controls before relying on hearing protection.
- Provide hearing protection, hearing protection zones, information and training where required.
- Use health surveillance when assessment indicates it is necessary.
- Maintain tools, plant and enclosures so they do not become noisier over time.

Worker rules and stop-work triggers

- Wear hearing protection where required and report damaged or ineffective protection.
- Do not remove protection in designated hearing protection zones unless safe and authorised.
- Report ringing in the ears, reduced hearing or communication difficulty.

Linked policies: PPE Policy; Risk Management and Risk Assessment Policy

25. OFFICE SAFETY AND DISPLAY SCREEN EQUIPMENT

Office work is lower risk than many industrial environments, but poor setup, repetitive work, poor housekeeping and inadequate breaks can still cause musculoskeletal pain, fatigue, eye strain and slips or trips.

Key law and guidance: Health and Safety (Display Screen Equipment) Regulations 1992; HSE DSE guidance

Minimum control expectations

- Complete workstation assessments for DSE users and adjust furniture, screen, keyboard, mouse and accessories appropriately.
- Plan work so there are breaks or changes of activity for sustained screen use.
- Manage cables, storage, lighting, glare, temperature and access routes.
- Provide information on posture, setup and early reporting of symptoms.

Worker rules and stop-work triggers

- Do not ignore discomfort, numbness, eye strain or repeated headaches that may be work-related.
- Do not trail cables across walkways or store heavy items where they can fall.
- Adjust the workstation to suit your body rather than forcing your body to suit poor furniture.

Linked policies: Risk Management and Risk Assessment Policy; Manual Handling Policy

26. PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is an important control but should sit at the end of the control hierarchy, not the beginning. Since 6 April 2022, the PPE at Work Regulations have extended duties to limb (b) workers as well as employees..

Key law and guidance: Personal Protective Equipment at Work Regulations 1992 as amended in 2022; HSE PPE guidance L25

Minimum control expectations

- Select PPE based on assessment, fit, compatibility and the actual hazards present.
- Provide PPE free of charge where required and train users in fitting, use, limitations and storage.
- Inspect, maintain, clean and replace PPE so it remains effective.
- Consider compatibility where eye, hearing, respiratory, hand, foot and head protection are worn together.

Worker rules and stop-work triggers

- Wear PPE properly and only for the purpose intended.
- Report loss, damage, contamination or poor fit immediately.
- Do not modify PPE or borrow items that are unsuitable for you..

Linked policies: PPE Policy; COSHH and Hazardous Substances Policy; Work at Height Policy

27. RAIL SAFETY

Rail and guided transport environments contain high-consequence hazards such as train movements, electrification, fatigue, communication failure and public interface. Only those with the right competence, authority and route of communication should carry out rail safety-critical work.

Key law and guidance: Railways and Other Guided Transport Systems (Safety) Regulations 2006; ORR guidance on safety-critical work

Minimum control expectations

- Comply with the host rail controller's competence, briefing, permit and identification requirements.
- Follow safe walking routes, site-warden/lookout instructions and local electrification controls.
- Manage fatigue, fitness and communication in line with rail safety-critical requirements.
- Use only approved insulated tools and equipment where electrification hazards exist.

Worker rules and stop-work triggers

- Do not go on or near the line unless authorised and required.
- Do not distract lookouts, wardens or controllers of safety.
- Do not assume overhead or conductor-rail systems are safe because they are not visibly arcing.

Linked policies: Risk Management and Risk Assessment Policy; Drugs, alcohol and fitness for work controls within this handbook

28. SAFETY INDUCTION, BRIEFING AND TOOLBOX TALKS

Every site is different. Induction and briefing are the mechanisms that translate generic rules into local safe practice. A worker who has not been inducted has not been adequately prepared to start

Key law and guidance: Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999

Minimum control expectations

- Do not begin work until induction is complete and understood.
- Ask questions if documentation, permits or local rules are unclear.
- Attend toolbox talks and follow revised instructions when work conditions change.
- Escalate if you are asked to sign documents you have not understood.

Worker rules and stop-work triggers

- Never assume this site is the same as the last one.
- Never sign risk assessments or briefing sheets just to speed up the start.
- Report missing induction, training or supervision.

Linked policies: Risk Management and Risk Assessment Policy; Safeguarding Policy

29. SAFETY SIGNS AND SIGNALS

Safety signs are a support measure used where a significant risk remains after other controls. They help identify prohibitions, mandatory actions, warnings, emergency routes and fire equipment

Key law and guidance: Health and Safety (Safety Signs and Signals) Regulations 1996; HSE L64 and safety signs guidance

Minimum control expectations

- Use signs only where they genuinely help reduce risk and keep them clear and legible.
- Make sure signs reflect the actual rules and layout of the site.
- Use standard signals for banksmen, reversing and traffic control so they are understood consistently.

Worker rules and stop-work triggers

- Do not remove, cover or ignore safety signage.
- Report damaged, missing or misleading signs.
- Treat safety signs as a reminder of controls that still apply even when supervision is not standing next to you.

Linked policies: Risk Management and Risk Assessment Policy; PPE Policy





30. SLIPS, TRIPS AND FALLS ON THE SAME LEVEL

Slips and trips are among the most common workplace injuries and often arise from ordinary failings such as poor cleaning, unsuitable flooring, inadequate lighting, trailing cables and cluttered access routes.

Key law and guidance: Management of Health and Safety at Work Regulations 1999; Workplace (Health, Safety and Welfare) Regulations 1992; HSE slips and trips guidance

Minimum control expectations

- Keep walkways, stairs and exits clear and in good condition.
- Control spillages promptly and use cleaning methods that do not create new slip hazards.
- Manage cables, hoses, storage and waste so they do not create trip hazards.
- Check lighting, thresholds, floor finishes and footwear suitability

Worker rules and stop-work triggers

- Do not leave materials, rubbish or cables where others walk.
- Use handrails where provided and report damaged flooring promptly.
- Take extra care in wet weather, entrances, ramps and changes of level.

Linked policies: Risk Management and Risk Assessment Policy; Manual Handling Policy



31. TRAFFIC MANAGEMENT AND WORKPLACE TRANSPORT

Vehicles, reversing operations and mobile plant continue to cause fatal and serious injuries. The strongest control is physical separation of pedestrians and vehicles, backed up by one-way systems, visibility, ground condition control and competent supervision

Key law and guidance: Health and Safety at Work etc. Act 1974; Workplace (Health, Safety and Welfare) Regulations 1992; HSE workplace transport guidance

Minimum control expectations

- Segregate pedestrians and vehicles wherever reasonably practicable.
- Plan site routes, crossings, loading areas, speed limits and visitor arrangements.
- Avoid reversing where possible; where not, use suitable controls such as cameras, alarms, banksmen and exclusion zones.
- Inspect vehicles and mobile plant, maintain visibility and keep routes firm and even

Worker rules and stop-work triggers

- Do not walk through vehicle operating areas unless routes and permissions allow it.
- Do not ride on vehicles or plant unless a safe passenger position is provided.
- Challenge unsafe reversing, poor visibility or failed segregation.

Linked policies: Risk Management and Risk Assessment Policy; Incident Reporting, Investigation and RIDDOR Policy



32. VIBRATION

Hand-arm vibration and whole-body vibration can cause serious long-term health effects. Control requires equipment selection, maintenance, exposure management, good working methods and health surveillance where indicated.

Key law and guidance: Control of Vibration at Work Regulations 2005; HSE HAV and WBV guidance

Minimum control expectations

- Identify vibrating tools and vehicles and assess exposure against action and limit values.
- Choose lower-vibration equipment and maintain it so vibration does not increase unnecessarily.
- Reduce trigger time, rotate tasks and plan breaks where suitable.
- Provide information, training and health surveillance where risk justifies it.

Worker rules and stop-work triggers

- Do not continue high-vibration work if you notice tingling, numbness, blanching or loss of grip.
- Report damaged tools, worn accessories and poor seating/suspension in vehicles.
- Use the lightest grip consistent with safe control and keep hands warm where appropriate.

Linked policies: Risk Management and Risk Assessment Policy; PPE Policy

33. VIOLENCE, AGGRESSION AND LONE WORKING

Work-related violence includes verbal abuse, threats, harassment and physical assault. It can occur in healthcare, social care, retail, public-facing, education and lone-working environments. Prevention depends on assessment, information sharing, escalation routes and support after incidents.

Key law and guidance: Health and Safety at Work etc. Act 1974; HSE violence and lone-working guidance

Minimum control expectations

- Assess the risk of violence, aggression and working alone before the assignment starts.
- Provide local procedures for escalation, summoning help, withdrawing safely and recording concerns.
- Brief workers on known triggers, restricted areas, de-escalation expectations and security arrangements.
- Support workers after incidents through debrief, investigation and welfare follow-up.

Worker rules and stop-work triggers

- Report threats, abusive behaviour and near misses – not just physical assaults.
- Do not retaliate unless immediate lawful self-protection is unavoidable.
- Do not accept lone-working arrangements you have not been briefed on or do not understand.

Linked policies: Safeguarding Policy; Incident Reporting, Investigation and RIDDOR Policy; Risk Management and Risk Assessment Policy

34. WELFARE FACILITIES AND HYGIENE

Suitable welfare is a legal requirement and a basic standard of decent work. Toilets, washing, drinking water, rest arrangements, changing where relevant and access to welfare for visiting workers all affect health, dignity and safe performance.

Key law and guidance: Workplace (Health, Safety and Welfare) Regulations 1992; HSE welfare guidance

Minimum control expectations

- Confirm suitable toilets, washing facilities, drinking water and rest facilities are available.
- Keep welfare areas clean and separate from contaminating work processes.
- Provide reasonable access for visiting or delivery workers as required by law.
- Consider changing, drying, menstrual hygiene, breastfeeding and faith-related welfare needs where relevant.

Worker rules and stop-work triggers

- Use welfare areas hygienically and report poor standards promptly.
- Wash before eating and after contaminating tasks.
- Do not store contaminated equipment or waste in welfare areas.

Linked policies: Safeguarding Policy; COSHH and Hazardous Substances Policy

35. WORK AT HEIGHT

Work at height means work in any place where a person could fall a distance liable to cause personal injury. The law requires dutyholders to avoid work at height where possible, prevent falls where it cannot be avoided and minimise distance and consequence where risk remains.

Key law and guidance: Work at Height Regulations 2005; HSE work at height guidance

Minimum control expectations

- Assess exposure and identify whether lower or upper action values are reached.
- Reduce noise at source using engineering or organisational controls before relying on hearing protection.
- Provide hearing protection, hearing protection zones, information and training where required.
- Use health surveillance when assessment indicates it is necessary.
- Maintain tools, plant and enclosures so they do not become noisier over time.

Worker rules and stop-work triggers

- Wear hearing protection where required and report damaged or ineffective protection.
- Do not remove protection in designated hearing protection zones unless safe and authorised.
- Report ringing in the ears, reduced hearing or communication difficulty.

Linked policies: PPE Policy; Risk Management and Risk Assessment Policy

36. QUESTIONS, STOP-WORK AND ESCALATION

Workers are expected to pause and escalate whenever controls are missing, instructions conflict, the work has changed materially, a permit is absent, competence is doubtful, or conditions on site indicate serious or imminent danger. No worker should be penalised for a genuine safety stop or good-faith escalation.

- First escalate locally to the host supervisor, controller, manager or competent person.
- If the issue is not resolved, notify the recruitment contact and People CIS Limited without delay.
- If there is immediate danger, leave the area or make it safe if trained and able to do so.
- Record the concern, action taken and outcome so lessons can be captured.

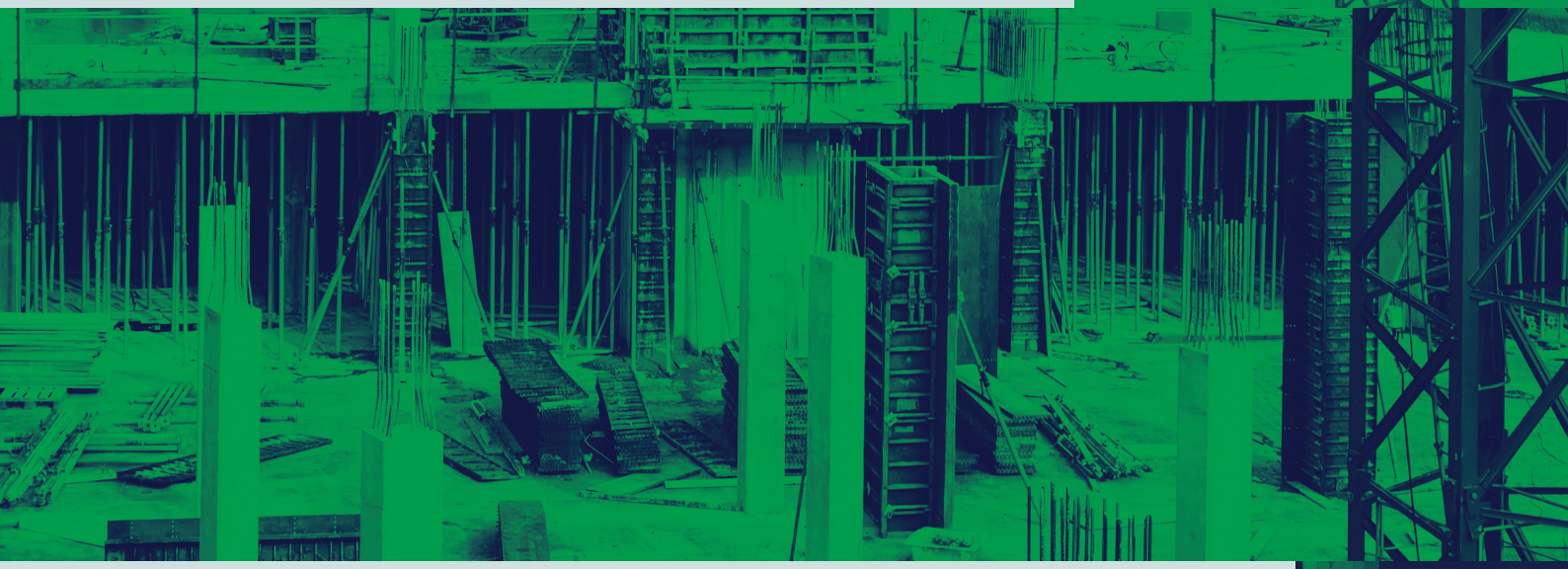
Linked policies: Incident Reporting, Investigation and RIDDOR Policy; Safeguarding Policy; Risk Management and Risk Assessment Policy

PART 2

DETAILED POLICY PACK

The following policies expand the core handbook into audit-ready operational arrangements. They are written to show purpose, scope, legal framework, responsibilities, control measures, monitoring and evidence expectations in a format suitable for internal management, client due diligence and external compliance review.





POLICY 1 – RISK MANAGEMENT AND RISK ASSESSMENT POLICY

To set out how People CIS Limited identifies, evaluates, controls, communicates and reviews health, safety and welfare risks associated with its activities and with the assignments undertaken by workers engaged through the Company.

Purpose: To set out how People CIS Limited identifies, evaluates, controls, communicates and reviews health, safety and welfare risks associated with its activities and with the assignments undertaken by workers engaged through the Company.

Scope: This policy applies to all internal staff, workers and contractors engaged through People CIS Limited. It also applies to agency, MSP and host-client interfaces where risk information must be exchanged or escalated to support safe assignments.

Policy statement

- Risk management is a continuous process and not a one-off form-filling exercise.
- The Company expects hazards to be identified early, discussed clearly and controlled in proportion to risk.
- Assignment activity must not start where significant foreseeable risk has not been properly assessed and communicated.
- Dynamic assessment may supplement formal assessment but cannot be used to bypass planning where planned assessment is clearly required.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Board and senior leadership	Approve the policy framework, review significant incidents and ensure competent advice and adequate governance resource are available.
Compliance and onboarding teams	Issue this handbook, identify obvious mismatches between worker, role and risk profile, and escalate where site-specific information is absent or contradictory.
Host clients and site controllers	Complete suitable and sufficient task and site assessments, communicate safe systems of work, supervise the activity and review controls when conditions change.
Workers	Read and follow the information provided, ask questions where unclear, use the agreed controls and stop work if the situation becomes unsafe.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. RISK IDENTIFICATION AND INFORMATION GATHERING

Before or at the point of assignment, the Company should understand the broad sector, location type, task profile, supervision model and any obvious high-risk elements such as work at height, exposure to substances, lone working, public interface, driving, rail access or safeguarding-sensitive environments.

The host client remains responsible for site-specific assessment, but People CIS Limited will escalate where information supplied appears inconsistent with the nature of the work.

When a worker discloses a relevant health issue, pregnancy, disability, young age or other factor affecting safety, the information must be handled sensitively and used to trigger review of suitability and controls.

2. THE ASSESSMENT STANDARD
Assessments should identify the hazard, who could be harmed, the existing controls, any further actions required, who is responsible for those actions and when review is needed.

Assessments must reflect the hierarchy of control. Elimination and substitution should be considered before engineering, administrative and PPE controls.

Generic risk assessments may help with planning, but they must be adapted or supplemented where local conditions, equipment, people or environmental factors materially change the risk.

3. COMMUNICATION AND BRIEFING
Assessment findings must be communicated in a way the worker can understand. That may involve site induction, toolbox talks, permit briefings, supervisor instruction, visual aids or translated support where appropriate.

Workers must be given the opportunity to ask questions and should not be pressed to sign assessments they have not understood.

4. REVIEW TRIGGERS
Risk assessments must be reviewed when there is a significant incident, near miss, complaint, enforcement issue, change in process, change in personnel, equipment defect, change in weather or environment, or any other reason to believe the existing controls are no longer reliable.

Young workers and pregnant workers/new mothers require specific review.

A changed task on the day requires the work to pause until the revised control measures are understood and agreed.

5. STOP-WORK AUTHORITY
Any worker may stop or refuse work where there is a serious or immediate danger, where a critical control is missing, or where the worker has not been adequately briefed or authorised.

Managers must respond to stop-work escalations constructively, document the issue and ensure the matter is resolved before work resumes.

TRAINING AND COMPETENCE
Internal teams should understand the distinction between company-level governance and host-site operational control. Workers should receive induction to this handbook and assignment-specific briefings before work starts. Additional training will be required where workers undertake specialist or safety-critical tasks.

RECORDS AND DOCUMENT CONTROL
Relevant records include assignment risk information, copies or logs of risk assessments and method statements where shared, induction records, stop-work escalations, incident investigations and corrective action tracking.

MONITORING, AUDIT AND REVIEW
Compliance monitoring should test whether risk information is current, whether incidents are prompting review and whether workers understand how to raise concerns. Significant themes should be reported for management review.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Current handbook and policy issue log
- ☑ Risk information supplied by host clients or agencies
- ☑ Escalation records where information was incomplete or contradictory
- ☑ Records showing incidents or changes have triggered assessment review

OFFICIAL ONLINE SOURCES

- Health and Safety at Work etc. Act 1974
- Managing risks and risk assessment at work –HSE overview
- Managing for health and safety (HSG65)
- Young people at work – Law
- Pregnant workers and new mothers – risk assessment

POLICY 2 – COSHH AND HAZARDOUS SUBSTANCES POLICY

To prevent or adequately control exposure to substances hazardous to health and to ensure that hazardous-substance arrangements are documented, communicated and reviewed wherever the Company's workers may be exposed as part of an assignment.

Purpose: To prevent or adequately control exposure to substances hazardous to health and to ensure that hazardous-substance arrangements are documented, communicated and reviewed wherever the Company's workers may be exposed as part of an assignment.

Scope: Applies to all assignments involving chemicals, fumes, dusts, vapours, mists, gases, biological agents or other hazardous substances. Separate specific legislation continues to apply to asbestos, lead and certain other substances, but this policy supports the wider control framework.

Policy statement

- Exposure must be prevented where possible and otherwise adequately controlled using the hierarchy of control.
- Safety data sheets alone are not a COSHH assessment; the task, routes of exposure, quantities, duration, people at risk and local controls must also be considered.
- Where workplace exposure limits apply, monitoring and review should be used to verify that control remains effective.
- For carcinogens, mutagens and asthmagens, exposure should be reduced as low as is reasonably practicable.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Host clients and premises controllers	Maintain substance inventories, obtain current safety data sheets, complete COSHH assessments, provide engineering controls and ensure emergency/spill arrangements are available.
Compliance teams	Escalate where the rota profile suggests hazardous-substance exposure but clear controls have not been described or shared.
Workers	Follow COSHH assessments, use extraction and hygiene arrangements properly, wear issued PPE/RPE and report symptoms, spills and defects.
Managers and supervisors	Verify competence, safe storage, housekeeping and supervision in the relevant work area.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. IDENTIFY SUBSTANCES AND TASKS

The assessment must consider products brought on site, by-products created by the task and substances released by the work process, such as welding fume, silica dust, wood dust, cleaning chemicals, paints, solvents, cement, biological agents or battery acids.

Each task should be reviewed for inhalation, skin, eye, ingestion and injection risk.

2. SELECT EFFECTIVE CONTROLS

Eliminate or substitute where practical. If not, consider enclosure, local exhaust ventilation, automation, reduced quantity, closed transfer, damping down, task redesign and restricted access before PPE.

Where flammable or explosive atmospheres may arise, DSEAR controls must also be considered.

3. EXPOSURE LIMITS AND MONITORING
Where a Workplace Exposure Limit exists, the host client should ensure that exposure is assessed and, where needed, monitored against the current EH40 list.

Monitoring is not a substitute for good control design, but it can confirm whether controls are working as intended.

4. HEALTH SURVEILLANCE
Health surveillance should be considered where the assessment indicates a realistic chance of identifiable disease or adverse effect, for example with respiratory sensitisers, skin sensitisers, flour dust, welding fume or other higher-risk exposures.

Workers should report symptoms promptly so intervention can happen early.

5. STORAGE, TRANSPORT, SPILLS AND WASTE
Substances must be stored in suitable containers with correct labelling and segregation. Incompatible chemicals must not be stored together.

Spill response arrangements, eyewash, emergency isolation and hazardous-waste arrangements must be understood before the work starts.

TRAINING AND COMPETENCE
Workers must receive information on the substances they may encounter, the meaning of hazard labels, the controls required, how to use PPE/RPE, what symptoms to report and what to do in the event of a spill or accidental exposure.

RECORDS AND DOCUMENT CONTROL
COSHH assessments, safety data sheets, monitoring results, ventilation inspections, health surveillance records (kept confidentially as required), training records, spill reports and waste records should be retained in accordance with legal and company requirements.

MONITORING, AUDIT AND REVIEW
Periodic review should test whether substances have changed, whether labels and SDS are current, whether ventilation is maintained, whether PPE remains suitable and whether symptoms or complaints indicate control failure.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Current COSHH assessments and SDS library
- ☑ Ventilation or extraction inspection/testing records
- ☑ Exposure monitoring or health surveillance evidence where required
- ☑ Spill response and hazardous-waste arrangements

OFFICIAL ONLINE SOURCES

- COSHH overview
- COSHH ACOP and guidance L5
- Working with substances hazardous to heal - INDG136
- Workplace exposure limits and EH40
- Principles of good control practice
- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)

POLICY 3 – PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

To ensure PPE is selected, issued, used, maintained and replaced properly and only as part of a wider control strategy based on risk assessment.

Purpose: To ensure PPE is selected, issued, used, maintained and replaced properly and only as part of a wider control strategy based on risk assessment.

Scope: Applies to all workers for whom PPE is required by law, client rule, risk assessment, permit or safe system of work. This includes PPE issued by the host client and any PPE provided through People CIS Limited arrangements.

Policy statement

- PPE is not the first control option and should be used where risks remain after higher-order controls have been considered.
- PPE must be suitable for the hazard, the task, the environment and the individual wearer, including fit and compatibility with other PPE.
- Workers covered by the regulations, including limb (b) workers, must be provided with necessary PPE free of charge.
- PPE that is defective, contaminated, expired or poorly fitting must not be relied on.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Host clients and supervisors	Assess PPE needs, provide suitable items, give instructions and ensure local storage, maintenance and replacement systems are working.
Workers	Wear PPE correctly, look after it, report defects or poor fit immediately and not alter or misuse it.
Compliance teams	Reinforce that PPE requirements remain site and task specific and should be confirmed during induction.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. SELECTION

Selection should be based on the actual hazard and the practical demands of the task. Consider impact, splash, dust, fume, noise, temperature, biological contamination, cut resistance, anti-static requirements and visibility.

Compatibility matters. For example, eye protection, hard hats, hearing protection and respiratory protection must work together without reducing effectiveness.

2. FITTING AND ISSUE

PPE should be issued in the correct size and adjusted to the wearer. Tight-fitting respiratory protective equipment requires face-fit considerations and user training where used.

Where PPE is shared, effective cleaning and hygiene controls are required.

3. USE, STORAGE AND MAINTENANCE

Workers must use PPE for the purpose intended, store it properly and avoid damage through poor handling, heat, contamination or unauthorised modification.

Inspection regimes should reflect the type of PPE. Harnesses, respiratory equipment and specialist electrical or chemical PPE may require more formal checks.

4. REPLACEMENT AND DEFECT CONTROL
Damaged or lost PPE must be replaced promptly. Where the PPE is critical to the task, the work must stop until suitable replacement is available.

Single-use items must not be re-used unless the manufacturer and the local procedure specifically allow it.

TRAINING AND COMPETENCE
Training should cover why the PPE is needed, what it can and cannot do, how to fit it, how to check it, how to clean/store it and when to replace or report it.

RECORDS AND DOCUMENT CONTROL
Risk assessments, issue logs, training records, inspection records and maintenance or replacement records should be retained where appropriate to the risk.

MONITORING, AUDIT AND REVIEW
Supervisors should check not only whether PPE is being worn, but whether the correct item is being worn properly and whether higher-order controls remain available and effective.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Risk-based PPE requirement records
- ☑ Issue and replacement logs where maintained
- ☑ Training or briefing records for specialist PPE/RPE
- ☑ Inspection records for reusable specialist PPE

OFFICIAL ONLINE SOURCES

- PPE at work - HSE overview
- Using PPE to control risks at work
- PPE at Work Regulations 1992 guidance L25
- Extended scope of the PPE Regulations from 6 April 2022

POLICY 4 – INCIDENT REPORTING, INVESTIGATION AND RIDDOR POLICY

To ensure accidents, incidents, near misses, cases of ill health, dangerous occurrences, violence and safeguarding-related events are reported promptly, investigated proportionately and escalated correctly, including under RIDDOR where applicable.

Purpose: To ensure accidents, incidents, near misses, cases of ill health, dangerous occurrences, violence and safeguarding-related events are reported promptly, investigated proportionately and escalated correctly, including under RIDDOR where applicable.

Scope: Applies to all workers engaged through People CIS Limited and to all internal staff who receive, log, triage or support incident notifications.

Policy statement

- Prompt reporting protects people, preserves evidence and supports learning.
- Near misses must be reported because they often reveal control failure before harm occurs.
- The organisation or person with the legal duty to make a RIDDOR report must be identified quickly; uncertainty is not a reason to delay internal escalation.
- Investigations should focus on causes and improvement, not blame.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Workers	Report incidents immediately, co-operate with local emergency and reporting processes and provide truthful factual information.
Host clients	Make the area safe, provide first aide/emergency response, preserve evidence where necessary, complete local reporting and determine any immediate operational controls.
People CIS compliance support team	Log notifications, assess severity, support communication with agency/client, consider whether the event may be RIDDOR-reportable and track corrective actions relevant to the Company's role.
Managers	Review trends and ensure lessons are captured, communicated and acted on.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. IMMEDIATE RESPONSE

Prioritise life, emergency care and scene safety. Contact emergency services where needed, stop unsafe activity and preserve the area if a serious event has occurred.

For safeguarding matters, follow the dedicated safeguarding escalation route as well as incident processes where required.

2. INTERNAL REPORTING

The worker should inform the host supervisor first where possible, then notify People CIS Limited as soon as practicable.

Reports should include who was involved, where and when it happened, what was being done, what immediate action was taken and whether witnesses, CCTV or photos exist.

3. RIDDOR TRIAGE
Consider whether the event is work-related and whether it falls into a reportable category such as death, specified injury, over-seven-day injury, occupational disease, dangerous occurrence or gas incident.

Confirm who holds the duty to report and by when. Internal logs should capture the outcome of that decision.

4. INVESTIGATION
The level of investigation should match the seriousness and learning opportunity. Significant incidents may require formal root-cause analysis and corrective action tracking.

Investigations should examine supervision, planning, competence, environment, equipment, behaviour, communication and management systems.

5. CORRECTIVE AND PREVENTIVE ACTION
Actions must be specific, owned and time-bound. Closing an action should include evidence that the control has actually changed, not just that an email was sent.

Themes from repeated minor events should be treated seriously.

TRAINING AND COMPETENCE
Workers and internal staff should understand what must be reported, how to make a report, what RIDDOR is and is not, and how the Company handles support, investigation and escalation..

RECORDS AND DOCUMENT CONTROL
Accident logs, near miss logs, witness accounts, investigation notes, RIDDOR decisions, corrective actions, training records and communications with agencies/clients should be retained in line with legal and business requirements.

MONITORING, AUDIT AND REVIEW
Management review should analyse trends by cause, site type, task, sector and severity. Repeated issues should trigger review of risk information, inductions, client communication and policy adequacy.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Accident/near miss log
- ☑ RIDDOR triage and reporting records
- ☑ Investigation reports and corrective actions
- ☑ Evidence of trend review by management

OFFICIAL ONLINE SOURCES

- RIDDOR main guidance
- Types of reportable incidents
- Reporting accidents and incidents at work - INDG453
- Health and Safety (First-Aid) Regulations 1981 guidance

POLICY 5 – SAFEGUARDING POLICY

To protect children, young people and adults at risk from abuse, neglect, exploitation, harm or inappropriate conduct in any environment where workers engaged through People CIS Limited may come into contact with service users, patients, pupils, students or vulnerable members of the public.

Purpose: To protect children, young people and adults at risk from abuse, neglect, exploitation, harm or inappropriate conduct in any environment where workers engaged through People CIS Limited may come into contact with service users, patients, pupils, students or vulnerable members of the public.

Scope: Applies where the Company's workers are placed in education, healthcare, social care, community, public-service or other settings where safeguarding duties may arise. It also applies to allegations or concerns about a worker's conduct or the conduct of others encountered during an assignment.

Policy statement

- Safeguarding is everybody's responsibility in environments where children or adults at risk may be harmed.
- Workers must report concerns immediately and must not decide on their own to keep a safeguarding disclosure secret.
- The Company expects host safeguarding procedures to be followed first in local operational terms, with parallel notification to People CIS Limited where the concern affects the worker, the assignment or labour-supply-chain governance.
- A safeguarding concern always takes precedence over commercial sensitivity.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Host client safeguarding lead / DSL / responsible manager	Lead local operational safeguarding response, make statutory referrals where required and provide site-specific procedures and training.
People CIS Limited compliance or designated safeguarding contact	Receive escalations about workers, concerns raised by workers, allegations, suitability issues and any failures in assignment controls; support appropriate onward escalation and record-keeping.
Workers	Remain professionally boundaried, follow local safeguarding rules, report concerns immediately and keep accurate factual notes where required.
Agencies/MSPs	Co-operate with information sharing and assignment management where suitability, access or ongoing placement status is affected.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. SAFER PLACEMENT AND ONBOARDING

Where a role requires checks such as identity, right to work, qualification verification, DBS or host-specific clearance, those checks must be completed to the appropriate standard before the worker starts.

Job descriptions and site briefings should make clear whether the role has a safeguarding element and who the local safeguarding lead is.

2. WHAT WORKERS MUST DO

Workers must report immediately if they witness, suspect or receive a disclosure of abuse, neglect, exploitation, grooming, inappropriate restraint, financial abuse, discriminatory abuse, self-neglect or any other safeguarding concern.

Workers must not promise confidentiality, conduct their own investigation, contact alleged perpetrators directly or delay because they are unsure whether the matter is serious enough.

3. ALLEGATIONS ABOUT WORKERS

Any allegation, complaint or concern about the conduct, suitability or behaviour of a worker must be taken seriously and escalated promptly. Host procedures, contractual notification duties and, where relevant, DBS referral duties may apply.

A worker may need to be removed from duty or from the site while facts are clarified. That should be managed as a safeguarding and risk issue, not treated casually

4. INFORMATION SHARING AND RECORDS

Records must be factual, timely and handled confidentially. Only those with a need to know should receive the information.

Information sharing should follow host procedures, legal duties and data-protection principles, recognising that safeguarding can justify necessary sharing.

5. PROFESSIONAL CONDUCT AND BOUNDARIES

Workers must maintain professional boundaries, use only approved communication channels, avoid inappropriate social contact or gifts, and follow host rules on chaperoning, lone working, restraint, patient contact, photography and use of personal devices

TRAINING AND COMPETENCE

Where safeguarding risk exists, workers must receive local safeguarding information as part of induction. Internal teams should know how to recognise a safeguarding issue, how to escalate it and when a suitability concern may affect ongoing placement.

RECORDS AND DOCUMENT CONTROL

Suitability checks, onboarding records, safeguarding notifications, factual notes, removal-from-assignment decisions, liaison records with agencies/clients and learning actions should be recorded securely and accessed only on a need-to-know basis.

MONITORING, AUDIT AND REVIEW

Periodic review should examine whether safeguarding-sensitive roles are identified accurately, whether checks are completed before start, whether concerns are escalated promptly and whether lessons are being applied across the supply chain.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Role-suitability and safeguarding-sensitive onboarding checks
- ☑ Recorded safeguarding concerns and escalation decisions
- ☑ Evidence that local safeguarding procedures were communicated
- ☑ Actions taken following allegations or suitability concerns

OFFICIAL ONLINE SOURCES

- Working together to safeguard children 2026
- Keeping children safe in education
- Keeping children safe in education 2025
- Care and support statutory guidance - Care Act 2014
- Safeguarding Vulnerable Groups Act 2006
- DBS eligibility guidance

POLICY 6 – WORK AT HEIGHT POLICY

To prevent falls from height and injuries from falling objects by ensuring work at height is properly planned, supervised and carried out with suitable equipment and rescue arrangements.

Purpose: To prevent falls from height and injuries from falling objects by ensuring work at height is properly planned, supervised and carried out with suitable equipment and rescue arrangements.

Scope: Applies to all assignments involving ladders, stepladders, scaffolds, towers, MEWPs, roofs, edges, openings, fragile surfaces or any situation where a person could fall a distance liable to cause injury.

Policy statement

- The first question is whether work at height can be avoided entirely.
- If it cannot be avoided, the priority is to prevent falls using collective protection such as guardrails, platforms or suitable access equipment.
- Where the risk of a fall remains, measures must minimise both the distance and the consequences of the fall and address rescue.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Host client or site controller	Plan the task, select suitable equipment, ensure inspection and competent erection where relevant, control the area below and provide emergency/ rescue arrangements.
Workers	Use only equipment they are trained and authorised to use, carry out pre-checks and stop if defects or changed conditions arise.
Supervisors	Verify weather, ground condition, exclusion zones and that the task remains within the equipment's safe use limits.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. PLANNING AND SELECTION OF ACCESS METHOD

Choose the safest practicable method considering duration, height, task demands, environment, rescue, weather, load and proximity to traffic or live services.

Ladders and stepladders should be restricted to low-risk, short-duration tasks where a more suitable work platform is not justified and where the ladder can be used safely.

2. EQUIPMENT CONDITION AND INSPECTION

Scaffolds, towers, MEWPs, harnesses and associated equipment must be inspected and maintained to the appropriate standard.

Pre-use checks by the user remain important even where formal inspections exist.

3. FRAGILE SURFACES AND OPEN EDGES

Roofs, rooflights, corroded sheets and similar surfaces must be treated as fragile unless confirmed otherwise by competent assessment.

Open edges, holes and penetrations must be protected or controlled to prevent access.

4. FALLING OBJECTS AND EXCLUSION ZONES
The risk to people below must be considered. Materials, tools and waste must be secured, controlled or lowered safely.

Do not throw materials from height.

5. RESCUE AND SUSPENSION RISK
A fall-arrest system does not remove the need for a rescue plan. Suspension intolerance and access for rescue must be considered before work starts.

TRAINING AND COMPETENCE
Only competent, trained and authorised people may erect, alter, inspect or use specialised access equipment. Workers must understand the limits of ladders, towers, scaffolds, harnesses and MEWPs relevant to their tasks.

RECORDS AND DOCUMENT CONTROL
Risk assessments, permits, scaffold/tower inspection records, MEWP checks, training records, harness inspections and rescue plans should be retained as appropriate.

MONITORING, AUDIT AND REVIEW
Monitoring should focus on equipment condition, unauthorised alterations, ladder misuse, weather controls, edge protection and evidence that workers stop when conditions become unsafe.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Work at height assessments and permits where used
- ☑ Inspection records for scaffolds, towers, harnesses or MEWPs where relevant
- ☑ Training/competence records
- ☑ Rescue arrangements or emergency planning evidence

OFFICIAL ONLINE SOURCES

- Work at height - HSE overview
- The law - Work at Height Regulations 2005
- Working at height – INDG401
- Managing health and safety in construction (CDM2015)

POLICY 7 – MANUAL HANDLING POLICY

To reduce musculoskeletal injury by avoiding hazardous manual handling where possible and managing unavoidable handling tasks using assessment, work design and suitable aids.

Purpose: To reduce musculoskeletal injury by avoiding hazardous manual handling where possible and managing unavoidable handling tasks using assessment, work design and suitable aids.

Scope: Applies to lifting, lowering, pushing, pulling, carrying, holding, supporting and moving loads, including people where relevant to the assignment.

Policy statement

- The preferred control is to remove the need for hazardous manual handling altogether.
- Where manual handling cannot be avoided, the task must be assessed and redesigned so far as reasonably practicable to reduce risk.
- Training is important but should never be used as an excuse for poor load design, poor layout or lack of handling aids.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Host client and supervisors	Design the task, layout and storage so that avoidable manual handling is removed or reduced and provide suitable aids where reasonably practical.
Workers	Use handling aids properly, follow the agreed method, ask for help with awkward loads and report symptoms or difficulty promptly.
Compliance teams	Escalate where a role appears to contain substantial manual handling but no controls or restrictions are evident.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. AVOID THE TASK WHERE POSSIBLE

Use pallets, trolleys, hoists, conveyors, lift tables, team handling or layout changes to remove avoidable handling.

Question whether the load needs to be moved at all, or whether it can be moved in smaller units.

2. ASSESS UNAVOIDABLE HANDLING

Consider the task, the individual, the load and the environment. Weight is only one factor: shape, stability, frequency, grip, reach distance, floor condition, stairs, temperature and time pressure also matter.

Take account of known back problems, pregnancy, fatigue and any reasonable adjustments required.

3. SAFE HANDLING PRINCIPLES

Plan the route, adopt a stable stance, keep the load close, avoid twisting under load and use mechanical help where available.

Team handling should be coordinated and led clearly; it is not automatically safer unless planned.

4. EARLY REPORTING AND REHABILITATION

Workers should report pain, discomfort or repeat strain early so tasks can be reviewed and support considered.

Recurring discomfort is a warning sign that the control system may be inadequate.

TRAINING AND COMPETENCE
Workers should receive practical instruction relevant to their task profile, including use of handling aids and how to recognise when a lift should not be attempted without assistance or redesign.

RECORDS AND DOCUMENT CONTROL
Manual handling assessments, training records, equipment inspection logs, symptom reports and corrective actions should be maintained where relevant.

MONITORING, AUDIT AND REVIEW
Monitoring should look beyond completion of training and test whether aids are actually available, usable and used in the real work environment.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Manual handling assessments or task reviews
- ☑ Availability and maintenance of handling aids
- ☑ Training or briefing notes
- ☑ Symptom reports and task redesign evidence

OFFICIAL ONLINE SOURCES

- Manual handling at work - HSE overview
- Manual Handling Operations Regulations guidance L23
- Manual handling at work - INDG143
- Good handling technique

POLICY 8 – FIRE SAFETY AND HOT WORK POLICY

To prevent fire, explosion and smoke spread, protect means of escape, and ensure hot work and other ignition-producing activities are controlled to a standard consistent with current law and official guidance.

Purpose: To prevent fire, explosion and smoke spread, protect means of escape, and ensure hot work and other ignition-producing activities are controlled to a standard consistent with current law and official guidance.

Scope: Applies to all workplaces and assignments involving general fire risk, flammable materials, process fire risks, hot work, temporary works affecting occupied buildings or any activity capable of creating an ignition source.

Policy statement

- Fire precautions must be based on a current fire risk assessment and the actual use of the premises.
- Escape routes, alarms and other fire precautions must remain effective during works, including maintenance and fit-out activities.
- Hot work outside a designated safe area requires formal control and, where appropriate, a permit system.
- Housekeeping is a fire control, not a cosmetic issue.

ROLES AND RESPONSIBILITIES

ROLE	MAIN RESPONSIBILITIES
Responsible person / premises controller	Carry out and maintain the fire risk assessment, implement general fire precautions and co-ordinate arrangements for the premises.
Host supervisor and contractors carrying out works	Ensure the work does not compromise escape routes, alarms, compartmentation, extinguishers or other critical precautions.
Workers	Follow fire rules, report defects or blocked routes and only carry out hot work when authorised and competent.

OPERATIONAL ARRANGEMENTS AND PROCEDURES

1. GENERAL FIRE PRECAUTIONS

Identify ignition sources, fuels and oxygen sources. Control them through housekeeping, electrical safety, safe storage, smoking controls, maintenance and supervision.

Maintain means of escape, alarm arrangements, emergency lighting, signage and firefighting equipment as required by the premises risk assessment.

2. FIRE RISK ASSESSMENT AND CHANGE MANAGEMENT

The fire risk assessment must be reviewed when the layout, occupancy, process, storage, contractor activity or building condition changes.

In England, fire-safety duties under the Fire Safety Order have been amended in recent years and dutyholders should ensure their arrangements reflect current requirements.

3. HOT WORK CONTROLS

Where hot work cannot be avoided, use a permit process where required, remove combustibles, protect fixed combustibles, isolate or manage detection as necessary, provide extinguishers and assign a competent fire watch.

HSE guidance states the fire watch should continue for at least 30 minutes after hot work and longer – potentially 60 minutes – where hidden ignition may be slow to develop

.

4. FLAMMABLE SUBSTANCES AND EXPLOSIVE ATMOSPHERES
Where dangerous substances are present, DSEAR controls must be considered alongside general fire precautions. This includes zoning, ignition control, ventilation, storage, emergency procedures and worker information.

5. EMERGENCY RESPONSE
Workers must raise the alarm immediately, evacuate by the nearest safe route, go to the assembly point and not re-enter until authorised.

Post-incident learning should be used to improve both general fire precautions and specific work controls.

TRAINING AND COMPETENCE
Workers must know how to raise the alarm, where to go on evacuation, what local restrictions apply to hot work and how to report defects in fire precautions. Specialist hot-work activities require task-specific competence.

RECORDS AND DOCUMENT CONTROL
Fire risk assessments, permits, hot-work logs, fire watch records, alarm and drill logs, contractor briefings and corrective actions should be retained as required by law and company control.

MONITORING, AUDIT AND REVIEW
Monitoring should check blocked escapes, housekeeping, storage of flammables, permit compliance, reinstatement of fire systems after works and whether workers can explain the site fire arrangements.

TYPICAL EVIDENCE AN AUDITOR MAY REQUEST

- ☑ Current fire risk assessment / local premises controls
- ☑ Hot-work permits and fire-watch records
- ☑ Evidence of clear means of escape and fire system management during works
- ☑ Investigation records for any fire, smoke or alarm-related incident

OFFICIAL ONLINE SOURCES

- Fire safety in the workplace - responsibilities
- Fire risk assessments
- Regulatory Reform (Fire Safety) Order 2005
- Fire safety law guidance for those with legal duties
- DSEAR - HSE overview
- HSE work process fire safety
- HSE process fire risks / hot work
- Safety risks from welding - fire watch guidance

PART 3
APPENDICES

APPENDIX A – POLICY CROSS-REFERENCE MATRIX

This matrix links the handbook sections to the detailed policy pack and indicates the sort of evidence or control an auditor may reasonably expect to see.

HANDBOOK TOPIC	LINKED DETAILED POLICIES	TYPICAL AUDIT EVIDENCE
Introduction / Governance	Risk Management; Incident Reporting; Safeguarding	Document control, versioning, company details, annual review.
Roles and Responsibilities	Risk Management; Incident Reporting	Defined responsibilities for board compliance, host client and workers.
Starting an Assignment	Risk Management; PPE; Safeguarding; Fire Safety	Induction, permits, local rules, welfare, first aid and emergency arrangements.
Accident / Near Miss Reporting	Incident Reporting and RIDDOR	Accident log, investigation records, corrective actions.
Young Persons / Expectant mothers	Risk Management; Safeguarding	Specific risk assessment and suitability review.
Asbestos / COSHH / Lead	COSHH; PPE; Incident Reporting	Assessments, SDS, exposure control, disturbance/spill escalation.
Work equipment / Machinery / Electricity	Risk Management; PPE	Pre-use checks, inspection, competence and defect reporting.
Lifting Operations	Risk Management; PPE	Lift plans, examinations, operator competence.
Manual Handling	Manual Handling	Assessment, task redesign, handling aid evidence.
Noise / Vibration	PPE; Risk Management	Exposure assessment, health surveillance where needed.
Fire Safety / Hot Work	Fire Safety and Hot Work	Fire risk controls, permits, fire watch and emergency planning.
Violence / Lone Working / Safeguarding	Safeguarding; Incident Reporting	Risk assessment, incident logs, suitability and support records.
Welfare / DSE / Slips and Trips / Transport	Risk Management; Manual Handling	Housekeeping, welfare, route control, workstation assessment.
Work at Height	Work at Height; PPE	Access selection, inspection, rescue planning.

APPENDIX B – OFFICIAL LEGAL AND GUIDANCE SOURCE REGISTER

The sources below were checked against official public websites when preparing this edition. Users should continue to verify that links remain current and that no later amendments have been issued after the review date.

AREA	OFFICIAL SOURCE	WHY IT MATTERS
Company Registration	Companies House - People CIS Limited overview	Confirms company number and registered office details used in this document.
Core Law	HSE - Health and Safety at Work etc. Act 1974	Primary health and safety legislation for Great Britain.
Management System	HSE - Managing for Health and Safety (HSG65)	Plan - Do - Check - Act model used throughout this handbook.
Risk Assessment	HSE - Managing Risk and Risk Assessment at Work	Risk assessment baseline and minimum legal expectations.
RIDDOR	HSE - RIDDOR Main Guidance	Reportable incident categories and reporting route.
Young Persons	HSE - Young People at Work	Specific duties for workers under 18.
Pregnancy and New Mothers	HSE - Pregnant workers and New Mothers	Individual risk assessment and adjustment expectations.
Asbestos	HSE - Control of Asbestos Regulations 2012 / L143	Asbestos management and duty to manage.
Confined Spaces	HSE - Confined Spaces Regulations 1997 / L101	Entry avoidance, permit controls and rescue planning.
Electricity	HSE - Electricity at Work Regulations 1989 / HSR25	Electrical safety duties and safe working practices.
Excavations and Services	HSE - Avoiding Danger from Underground Services / HSG47	Planning, locating services and safe excavation.
PUWER	HSE - Puwer Overview	Suitability, maintenance and competence for work equipment.
First Aid	HSE - First Aid Legislation	Adequate and appropriate first aid provision.
COSHH	HSE - COSHH Overview	Hazardous substance assessment and control.

APPENDIX B – OFFICIAL LEGAL AND GUIDANCE SOURCE REGISTER (CONT)

The sources below were checked against official public websites when preparing this edition. Users should continue to verify that links remain current and that no later amendments have been issued after the review date.

AREA	OFFICIAL SOURCE	WHY IT MATTERS
COSHH Limits	HSE - Workplace Exposure Limits / EH40	Use latest workplace exposure limits and monitoring principles.
DSEAR	HSE - DSEAR Overview	Fire and explosion controls for dangerous substances.
Lead	HSE - Control of Lead at Work Guidance	Lead exposure control, hygiene and surveillance.
LOLER	HSE - LOLER Overview	Planning and examination requirements for lifting operations.
Manual Handling	HSE - Manual Handling Guidance	Avoid assess and reduce hazardous manual handling.
Noise	HSE - Noise Regulations	Action values, hearing protection and exposure control.
Display Screen Equipment	HSE - DSE Overview	Assessment and break requirements for DSE users.
PPE	HSE - Extended Scope of PPE Regulations	Extension of PPE duties to limb (b) workers from 6 April 2022.
Work at Height	HSE - The Law on Work at Height	Hierarchy for avoiding and controlling falls.
Welfare	HSE - Workplace Health, Safety and Welfare	Basic workplace welfare standards.
Slips and Trips	HSE - Slips and Trips	Common causes and practical prevention.
Workplace Transport	HSE - Workplace Transport	Segregation and route control for pedestrians and vehicles.
Vibration	HSE - Vibration at Work	HAV and whole body vibration controls.
Violence and Aggression	HSE - Violence and Aggression at Work	Risk assessment and support following incidents.

APPENDIX B – OFFICIAL LEGAL AND GUIDANCE SOURCE REGISTER (CONT)

The sources below were checked against official public websites when preparing this edition. Users should continue to verify that links remain current and that no later amendments have been issued after the review date.

AREA	OFFICIAL SOURCE	WHY IT MATTERS
CDM 2015	HSE - Construction (Design and Management) Regulations 2015	Planning and dutyholder expectations in construction.
Rail Safety Critical Work	ORR - Safety Critical Work under ROGS	Competence, fitness and fatigue in rail safety critical work.
Safeguarding Children	GOV.UK - Working Together to Safeguard Children 2026	Latest multi-agency statutory safeguarding framework.
Education Safeguarding	GOV.UK - Keeping Children Safe in Education	Current education sector safeguarding duties.
Adult Safeguarding	GOV.UK - Care and Support Guidance	Adult safeguarding framework under the Care Act.

APPENDIX C – AUDIT EVIDENCE CHECKLIST

The checklist below is not exhaustive, but it captures the records and proof points commonly expected in health and safety due diligence and internal audit discussions.

EVIDENCE ITEM	WHY IT MATTERS	TYPICAL OWNER	REVIEW FREQUENCY
Controlled handbook and policy pack	Shows documented governance, version control and annual review.	People CIS compliance / document control	Annual and on change
Worker issue / onboarding acknowledgment	Demonstrates workers have been issued core rules and escalation routes.	Onboarding / compliance	At onboarding and significant update
Incident / near miss register	Supports trend analysis and corrective action tracking.	Host client plus People CIS incident log	Real time; management review monthly/quarterly
RIDDOR decision log	Shows reportability triage and escalation discipline.	Compliance / H&S support	Per relevant incident
Risk information and escalation records	Shows due diligence where role information is incomplete or contradictory.	Compliance / recruiters	Per assignment
Training / induction evidence	Shows workers have been briefed on site and topic-specific risks.	Host client and internal onboarding	Per assignment / refresher as needed
COSHH / fire / work at height permits where relevant	Supports control of higher-risk work.	Host client / site controller	Per task
PPE issue / replacement evidence	Shows required PPE is available and defects are managed.	Host client / stores / supervisors	As issued and replaced
Safeguarding suitability and escalation records	Supports safer placement and concern handling.	Compliance / safeguarding contact	Before start and per concern
Corrective action tracker	Shows incidents and audits lead to actual improvement.	Management / compliance	Ongoing

APPENDIX D – PRACTICAL WORKER CHECKLIST

Workers can use the checklist below as a simple memory aid before starting or continuing an assignment.

- ☑ Have I been inducted and do I know who is supervising me?
- ☑ Do I understand the task, the hazards, the control measures and any permit conditions?
- ☑ Do I know the emergency, fire, first-aid and welfare arrangements?
- ☑ Do I have the right tools, equipment, competence and PPE for the task?
- ☑ Have I reported any restriction affecting my fitness for work, including pregnancy, injury or medication concerns?
- ☑ Am I clear how to stop work and who to contact if something is unsafe?

APPENDIX E – CLOSING STATEMENT

This handbook has been prepared as a practical working document. It should be reviewed alongside current host-client arrangements and the official sources listed above. Where there is conflict between a generic statement in this handbook and a site-specific lawful control measure provided by the host client, the more specific and protective control should be followed and any uncertainty escalated immediately.

Issued by People CIS Limited
Company Number 06933298,
Registered Office People Group House, Three Horseshoes Walk, Warminster, England, BA12 9BT.
Review Date: 15 April 2027.

ACCREDITATIONS

Independently checked. Openly shown.

People Group Services is a Professional Passport audited member, an APSCo Trusted Partner and a TEAM Service Provider. Each body has a rigorous accreditation process, giving agencies, hirers and subcontractors confidence in our compliance credentials and high standards of service.

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The largest independent assessor of payment intermediary compliance. Professional Passport sets specific standards for each type of service, so our CIS offering is checked for robust compliance across all areas of applicable legislation, as well as complete transparency.

professionalpassport.com

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APSCo – the Association of Professional Staffing Companies – is the go-to international trade body for professional recruitment companies. As a Trusted Partner we underwent APSCo's robust due diligence.

apsco.org

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Established in 1994, TEAM is the UK's largest recruitment network for independently owned businesses – 500+ small and medium-sized recruitment businesses across 700+ locations.

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OUR COMMITMENTS

Cyber Essentials Plus · We are a Living Wage Employer · disability confident EMPLOYER · Equal Opportunities EMPLOYER · Inclusive Employers Standard

MEET THE TEAM

The people behind your payroll – sales and partnerships, client care, compliance, payroll, finance, HR and technology, all under one roof in Warminster.



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Founder & CEO



Andrew Houldsworth
Sales & Partnerships



Michael Hillier
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HEALTH SAFETY & WELFARE HANDBOOK