



Installers Guide to Safe Working



Contents

Section 1 – Responsibilities & Fitting Guide		Page
A	Individuals Responsibilities	6
B	What We Expect	7
C	Equality & Diversity	8
D	Installation, Safety & Site Rules	12
E	Welfare & First Aid	17
F	Accident Reporting	19
G	Emergency Procedures	20
H	Safety Signs	21
I	Loading the Job	23
J	Arrival on Site & Introduction to Resident	24
K	Removal & Installation	26
L	Final Checks and Final Clean	42
M	Handover	44
Section 2 – Health & Safety On Site		
A	Electricity on Site	47
B	Power Tools	48
C	Electrical Appliance Maintenance & Testing	49
D	Gas Appliances, Fittings & Ventilation	52
E	Hand Tools	55
F	Easi-Dec Scaffolds, Independent Scaffold & Tower Scaffold	56
G	Ladders & Step Ladders	66
H	Personal Safety	70
Section 3 – General Health Hazards		
A	Biological Agents	74
B	Chemical Agents (COSHH)	75
C	Skincare	77
D	Asbestos	79
E	Manual Handling	84
F	Noise	88
G	Alcohol & Drugs	89
H	Violent Residents	91
I	Closing Statement	92
J	Installers Acceptance Sheet	93

Foreword

This booklet is issued to Site Operatives carrying out work on Anglian Building Products Sites. It outlines the health and safety rules and procedures with which the site operative is required to comply with when undertaking work on our sites.

Anglian Building Products aims to manage its operations through trained and competent operatives and to safeguard, insofar as is reasonably practicable, the health, safety and welfare of our employees and any other person likely to be affected by our activities.

All site operatives will be expected to undertake the Anglian induction.

Responsibilities & Fitting Guide

Section 1 - A

Individuals Responsibilities

The Health & Safety at Work etc Act 1974 places legal responsibilities on employers, employees, and the self employed with regards to health and safety.

Anglian Building Products (ABP) expects the following of all Site Operatives:

- To take reasonable care of their own safety and health and of others who may be affected by their actions or omissions.
- To co-operate with ABP in following the safe systems of work for the task and make known any shortcomings in these systems known to ABP management.
- To correctly use any work equipment provided by ABP, including Personal Protective Equipment (PPE), in accordance with training or instructions.
- Not to interfere with or remove anything provided in the interests of health, safety and welfare.
- Always cooperate with the employer on health and safety issues.
- Report any and all accidents to Management for onward transmission to Anglian's Health and Safety Department.
- Report any and all defects in equipment to ABP manager/supervisor.

Section 1 - B

What we Expect

Always:

- Arrive on time
- Show your ID card
- Address the residents by their name (eg. Mr Smith)
- Explain what you are going to do
- Keep the resident informed at all times
- Be polite & courteous
- Have the right tools for the job
- Work tidy and clear away all rubbish
- Work safe
- Care for the resident's home
- Show respect
- Park your vehicle in accordance to the Highway Code
- Avoid damage to plants and trees where possible
- Use clean dust sheets and groundsheets
- Check windows and doors are fitted well and work properly
- Explain how the windows and doors work to the resident.

Never:

- Work outside the hours of 8am and 5pm without authorisation
- Argue or retaliate
- Discuss others work
- Disclose confidential information
- Discriminate
- Leave anything in an unsafe or insecure condition
- Smoke within the boundary of the property
- Accept any gifts of money or goods.

Always ask:

- Before entering a resident's property
- Before using resident's bathroom facilities
- Before moving a resident's personal possessions
- Before using a resident's telephone.

Section 1 - C

Equality and Diversity

Anglian Building Products is committed to ensuring that it provides equality of opportunity in employment and in the delivery of services.

We aim to ensure that no employee or prospective employee receives less favourable treatment.

We recognise the breadth of diversity including the following generally recognised strands – race, gender, disability, sexual orientation, faith and age.

We are committed to the ongoing review of our policies, procedures and practices with the ultimate aim of our workforce matching the diversity of the communities within which they operate.

We will also work together with our clients and other stakeholders to design and deliver services which help meet the varying needs of residents.

Equality and Diversity

EQUALITY AND DIVERSITY DEFINED

WHAT IS EQUALITY?

Anglian recognises that equality is about making sure people are treated fairly and given fair chances. Equality is not necessarily about treating everyone the same way, but about recognising that everybody has different needs and that these are met in different ways.

WHAT IS DIVERSITY?

Diversity is concerned with recognising that not all people are the same and that each individual in any group of people may be different.

Anglian recognises the six strands of diversity are:

- Race
- Gender
- Disability
- Sexual orientation
- Faith
- Age

Anglian therefore recognises that people will hold different values, attitudes, cultural perspectives, beliefs, skills, knowledge and life experiences. This also means that they will have differing needs.

Diversity therefore refers to differences between people and helps to highlight individual need.

Equality & Diversity

EQUALITY IN SERVICE DELIVERY POLICY

As a leading service provider in the housing window refurbishment market, Anglian Building Products aims to delight all customers irrespective of their diversity.

Anglian Building Products will:

- Comply with legal and other requirements
- Promote an equality and diversity culture throughout both the organisation and supply chain
- Ensure that all new personnel and contractors receive equality and diversity training as part of their induction and that they receive appropriate ongoing training
- Include equality and diversity issues within supply chain evaluation and management processes
- Work with client and stakeholder groups to identify specific resident needs
- Propose solutions to suit tailored need requirements
- Seek to serve all clients, residents and other relevant stakeholders equally and fairly, and ensure all that its policies and procedures do not discriminate unlawfully against any individual or group of people
- Use Plain English principles in all resident correspondence and avoid using technical jargon
- In liaison with the client, provide alternative communication solutions including RNIB TypeTalk, RNID TextTalk, large print, Language Line telephone interpretation and document translations, face-to-face meetings
- Monitor compliance of this policy through a process of review, education and audit.

Equality & Diversity

Employees will:

- Comply with Company equality and diversity policies and procedures
- Attend training and briefing sessions as and when required.

Supply chain partners will:

- Accept and be committed to following the Company equality and diversity policies and procedures
- Attend training and briefing sessions as and when required.

Management and Supervision will ensure this policy is communicated and implemented by all employees and supply chain partners. Any breach of this policy may be dealt with through the Company's Disciplinary Procedure. In respect of supply chain partners the status of their agreement will be reviewed.



Steve Pollard
Managing Director
Anglian Building Products

Section 1 - D

Installation

Anything from this



To this



Section 1 - D

Safety must be your number one priority

Your safety and that of our customers is of paramount importance, and must be safeguarded at all times.

Anglian Building Products (ABP) have developed a high level of understanding regarding the associated risks of replacing windows and doors to occupied properties in residential areas through many years of experience, and has developed a portfolio of method statements and risk assessments that can be adopted or tailored to suit most projects.

This portfolio has been developed following the principles of risk assessment as detailed in regulation 3 of the Management of Health and Safety at Work Regulations 1999, namely:

- Identifying the Hazards associated with the tasks
- Evaluating the likelihood of harm occurring from the hazard
- Calculating the potential severity of harm from that hazard
- Identifying the persons who might be harmed.

A construction phase survey for all properties shall be carried out, not only to ascertain the dimensions of the windows and doors to be replaced, but also to conduct a detailed property hazard identification assessment, and to record any specific requirements, and the methods to be employed in order to work safely.

On all sites a construction phase Health and Safety Plan will be available to all, which contains all Method Statements and Risk Assessments relating to the work to be undertaken.

Safety must be your number one priority

The principles adopted in the development of the risk assessment following the identification of the hazard, and more importantly the elimination or reduction to an acceptable level of the risk shall follow the simple acronym of ERIC PD

- **Eliminate:** Remove the risk by employing alternative methods of performing the task safely.
- **Reduce:** Employ alternative methods of working that do not remove the risk entirely, but ensure it is reduced to an acceptable level.
- **Isolate:** Ensure that only persons involved in the task are exposed to any level of risk.
- **Control:** Ensure that any measures identified above are clearly communicated, monitored and enforced.

- **Personal Protective Equipment:** PPE to be employed to further reduce the likelihood and severity of any residual risk.
- **Discipline:** Ensure all operatives are competent in the tasks for which they are engaged to perform, they conduct themselves in a professional manner and cooperate fully with regard to Health and Safety.

As an installer you will be provided with a copy of the property Survey Report, you must read the hazard identification section including the health and safety and fitters notes sections in order to understand the scope of the works and the methods to be employed in order to work safely.

Section 1 - D

Site Rules

- a. All works shall be carried out in accordance with Anglian Building Products Method Statements, policies and procedures. Safety equipment and personal protective equipment shall be used at all times.
- b. Smoking shall not be permitted within the boundary of the property where the installation is taking place, at any location within the site compound/depot other than in a designated area nor in any Anglian vehicle.
- c. Mobile access equipment shall only be erected by trained and competent persons. No alterations shall be made to any scaffold except by qualified scaffolders and with the knowledge of the Contracts Manager or his delegate.
- d. Horseplay, practical jokes, drinking of alcoholic beverages, fighting or use of drugs are prohibited. Where fitters need to use prescribed drugs whilst working on site, the Contracts Manager, or his delegate, must be aware of the situation, so that any appropriate control measures can be taken.
- e. Owner users of electrical power tools shall ensure that they are checked, maintained in good order and formally inspected/tested at regular intervals. No equipment powered by a 240 volt source is to be used on site.
- f. Owner users of equipment such as ladders and stepladders shall ensure that they are to the appropriate standard as required by ABP, checked, maintained in good order and formally inspected at regular intervals. No misuse or abuse of mechanical plant or equipment will be tolerated.
- g. Containers and waste skips shall be kept locked and secured when not in use. Take care when disposing of glass and other waste materials. Operatives must follow best practices and control measures as detailed in the risk assessments.

Section 1 - D

Site Rules

- h.** Shirts and long trousers shall be worn at all times (Hi-vis jackets are not classed as shirts). The wearing of team colours and non Anglian company branded workwear shall not be permitted.
- i.** The playing of radios shall not be permitted.
- j.** Hot works shall only be permitted under a permit to work system.
- k.** Weekend & out of hours working shall only be as agreed by the Project Manager.
- l.** Any other rules it is necessary to implement to ensure safe working on the site for employees and to protect third parties, such as visitors and tenants

Section 1 - E

Welfare & First Aid

Welfare Facilities

Prior to commencing work on site you will be advised of the welfare facilities available to you.

You have a responsibility to help ensure they are maintained in a safe and clean condition, any abuse of these facilities will not be tolerated.

First Aid

ABP shall ensure that all sites have a trained and qualified person to give first aid or a suitable appointed person to take charge of first aid arrangements.

- You should know who the first aider / appointed person is on site.

First aid facilities/equipment shall be located within the site set up/depot.

In addition to this due to that fact the most works are carried out remotely from the site set up/depot all individual installation teams are required to carry a suitably stocked first aid box.

Section 1 - E

First Aid

There is no standard list of items to put in a first-aid box. However, as a guide, and where there is no special risk in the workplace, a minimum stock of first-aid items would be:

- A leaflet giving general guidance on first aid.
- 20 individually wrapped sterile adhesive dressings (assorted sizes).
- Two sterile eye pads.
- Four individually wrapped triangular bandages (preferably sterile).
- Six safety pins.
- Six medium-sized (approximately 12 cm x 12 cm) individually wrapped sterile, unmedicated wound dressings.
- Two large (approximately 18 cm x 18 cm) sterile individually wrapped unmedicated wound dressings.
- One pair of disposable gloves.

You should not keep tablets or medicines in the First-Aid box

Accident Reporting

Accident/Incident Reporting

All accidents/incidents no matter how minor they may seem at the time must be reported to your Project Manager/Supervisor immediately and entered into the on-site accident book, and also recorded on an accident/incident report form which will be sent to the Health & Safety Manager.

Some accidents must by law under the "Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR) be reported to the Health & Safety Executive and recording the accident as above will give us all the details required.

If you have time off following a work related accident that results in you being away from work or unable to perform your normal range of duties for more than 3 days you must inform the Project Manager/Supervisor ASAP regardless of whether you intend to return to site or not.

Emergency Procedures

Precautions

- Make certain you are familiar with all the means of escape in case of FIRE and ensure that staircases, corridors, landings and other escape routes are kept clear from obstruction AT ALL TIMES.
- Report any unsafe conditions to your manager.

Action to be taken in the event of a Fire

- Raise the alarm.
- Call the Emergency Services by dialling "999".
- If you feel competent enough to tackle the fire and it is safe to do so, use the nearest suitable fire extinguisher (extinguishers will be labelled as to indicate the type of fire they are suitable for & show user instructions).
- When tackling the fire make sure you are located between the fire and your escape route.
- Keep your escape route clear! Do not take unnecessary risks.

Evacuation

- If safe to do so close all doors and windows.
- Leave the building by the nearest available route or as directed, and proceed in a quiet orderly manner to the assembly point or a safe place outside the property and await instruction.
- If you are the last person to leave and it is safe to do so check all rooms are clear.
- DO NOT stop to collect belongings.
- DO NOT use lifts as there is a risk of failure due to short circuiting of the electrical supply.
- DO NOT leave the assembly point or re-enter the building until permission has been given by the Fire Brigade.

Safety Signs

Safety Signs

Prohibition signs:

These are round with a white background and red border and crossbar



The sign means something that **MUST NOT** be done

Mandatory signs:

These are round with a blue background and white symbol



The sign states something that **MUST** be done

Safety Signs

Warning signs:

These are triangular with a black border and a black pictogram on a yellow background.



The sign gives warning of an unsafe condition.

Safe Condition signs:

These are square or oblong with white symbols on a green background.



They indicate such safe conditions as a first aid post or emergency evacuation route.

Loading the job

Ensure you have a copy of the property Survey Report.

Check the hazard identification sheet, health & safety notes and fitters notes sections to ensure you have sufficient equipment and material to carry out the installation safely and are able to complete the job.

If any special requirements have been identified on the survey such as scaffold to be erected or asbestos removal prior to installation, check with your manager this has been carried out and it is safe for you to carry on with the job.

Careful loading and checking off of units and installation components will save you time, as any shortages on site will mean a trip back to the depot. It is essential that you turn up on site with all the right materials in perfect condition.

Larger units should be de-vented/deglazed to reduce the overall weight to individual components to reduce the risks of manual handling both for loading and installation e.g remove sashes from double doors.

You must ensure that all units and equipment are safely secured for transit, units should be poled or strapped to a transit rack inside your van, when doing this take care not to damage products, use cardboard, bubble wrap or clean dust sheets between units especially woodgrain products, you must also check that any equipment or material carried on the roof of your vehicle is safely secured to a purpose made roof rack.

Do not overload your vehicle.



Section 1- J

Arrival on Site

First impressions count. Remember you are representing both Anglian Building Products and the client.

- Arrive on site in a clean uniform with a clean vehicle. This is the correct first impression we want to give all our customers.
- You should aim to arrive on site in the time frame advised to the resident by the Project Manager/ Supervisor.
- You must call your manager or local office if you are unavoidably delayed.
- You should ensure you van does not cause an obstruction.
- You should always ask permission before parking on the resident's property.



Section 1- J

Introduction to the resident

Always show your Anglian ID card

A professional approach when you introduce yourself to the resident will give them confidence that the job will be carried out in an efficient and workmanlike manner. Always ensure you know and use the resident's names.



- Walk around the job with the resident and explain your plan of action.
- Make yourself aware of all persons in the property, especially those who are more vulnerable such as young children and the elderly.
- Agree any arrangements for temporary segregation of occupants from the works.
- Make yourself aware of any pets at the property, particularly dogs that may become aggressive, request that all pets are suitably restrained or isolated from the works, this is for their safety as well as yours.
- Ask them to remove curtains, blinds and fragile items from around the area of work. If they require assistance then please help them.
- Tell them when you expect to finish and check they will be able to complete the property completion report.



Section 1- K

Preparing and protecting the site

First and foremost check the hazard identification sheet and health and safety notes on your survey.

Remember that you are in someone's home. A few minutes of time spent laying dustsheets and ground sheets at the start of the installation will save hours of laborious cleaning and prevent expensive insurance claims against us.



- The area to be worked on during the day must be completely protected from the point of entry of the house to each individual window location.
- Dustsheets should be rotated so that the newest sheets are used to cover soft furnishings, beds, etc.
- When protecting electrical goods such as TV's, etc, the dust sheets should be laid over a lightweight plastic sheet.
- External ground sheets must be used below every rip out to prevent the ground becoming contaminated with small shards of glass or splinters of wood which could pose a hazard.
- Patios and driveways must also be covered if they are to be used for storage of materials, rip-out debris or sawing trims and timber.
- Handle frames carefully to avoid damage.
- Always stack sealed units vertically on timber packers with spacers between each unit and the wall, do not stack sealed units on access / egress routes.
- Identify a suitable area for pre installation preparation of the new units. This should not be on the main access/ egress route into the property, nor on the public footpath or road outside where you are posing a hazard to visitors and members of the public and blocking emergency escape routes.

Section 1- K

Pre-removal checks

A pre-removal check will avoid safety issues and problems caused by ripping out the window to find that the new frame will not fit.

Although the points below should be covered on the health & safety section of the Survey Report you should still look for the following:

- Does the window butt directly against a soffit board; do you know what the board is made of? If you are unsure or suspect it may contain asbestos **STOP** and contact your manager immediately
- Are there signs of structural damage particularly at the head such as cracking in the brickwork above or sagging of header bricks?
- Are there any pipes or cables that pass through or are fixed to the frame that need to be isolated/made safe?
- Does the window/door being removed contain any permanent ventilation that could be required for a gas appliance?

Should you have any doubts about the above contact your Project Manager/Supervisor immediately.

Finally:

- Check each aperture and window against the survey before ripping out.



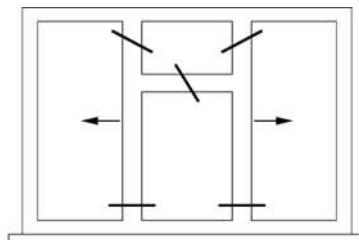
Section 1- K

Removal

Do not rip out more than three windows at a time, as it creates a through draft spreading dust and debris throughout the property. Always ensure that there is a warm comfort area for the residents to use during the works.

Careful removal of old product will minimise damage and time spent making good.

- Always work from inside the property to remove windows above ground floor, never work from a ladder to remove windows.
- Score around the reveal and tap all around the frame to separate it from plaster.
- Remove all opening lights, with the glass intact wherever possible.
- Safety glasses, Rigger gloves & Kevlar sleeves must be worn whilst removing or breaking out glass.
- Fragments of broken glass should be placed directly into a plastic dustbin kept for this purpose.
- Cut through any transoms and mullions as indicated in the illustration.
- Carefully pull the mullions away from the centre of the unit in the directions indicated by the arrows, do not exert excessive force on these sections as should they suddenly become free you may lose your balance.



Section 1- K

Clearing up the debris

For your own safety and that of the resident, keep the site as tidy as possible.

- Nails should be immediately removed from timber and debris should be loaded directly into the installation vehicle.
- Opening lights should be secured inside the vehicle poled or strapped to a transit rack to prevent glass breakage in transit
- Glass fragments and small items of debris should be cleared and placed in dustbins, never gather up ground/ dustsheets with glass fragments in them; they can pierce through the material and cause injury.
- Old PVC-U frames should be loaded onto the vehicle for recycling.
- Redundant lengths or off-cuts of trim, profile, gutters, etc. should be returned to the depot for recycling.
- It is essential that all old nails, screws, glass fragments and plastic swarf, are completely cleared away to avoid injury to anyone, especially children and pets.



Section 1- K

Prepare the window aperture

Preparation of the window aperture will ensure the window fits first time.

- Remove old internal and external mastic lines with a pallet knife.
- Remove any nails or old fixings.
- Make sure that the aperture is free of debris and any other obstructions that will hinder the installation of the window.
- Where necessary, carefully trim the back of the window board, so that the new frame can then be pulled back tight to existing plaster work. This allows the new frame to be fitted plumb and level.
- If necessary, remove plaster just above the window board to allow for the sill upstand.



Section 1- K

Sill installation

Correct sill installation is the foundation of a good installation. Here are the key points to remember:



- The mortar bed must be replaced if damaged
- It is acceptable to bed sills onto silicone with packers up to a bed depth of 10mm. Over 10mm deep a mortar bed must be used
- Cut a 6mm nozzle for silicone application to the sill up-stand
- Sills must have a silicone bead on the back of the upstand which is adequate for the silicone to ooze out when the frame is pulled back to the sill
- An adequate bead of silicone must be applied at each end of the sill to ensure that the ends of the frame are closed off when the window is installed
- Frames must always be secured to the sill with screws at either end and at a maximum of 600mm centres. The preferred method is from the underside into the bottom of the unit prior to installation
- If a unit is less than 1350mm in width, the unit can be installed onto a suitable mortar bed or silicon seal then no anchor fixings are required
- When the unit is greater than 1350mm in width, it must be installed onto a suitable mortar bed or silicone sealant base and be fixed to the masonry with anchor fixings. Make sure the water tightness of the sill is maintained by applying silicone sealant into the hole before inserting the anchor fixing and around the screw head once fully tightened.



Section 1- K

Fixing Distances

Generally all four sides of the frame shall be secured as follows:

- Corner fixings shall be between 150mm and 250mm from the external corner
- No fixings shall be less than 150mm from the centre line of a mullion or transom.
- Intermediate fixings shall be at centres no greater than 600mm
- There shall be a minimum of two fixings on each jamb.

If it is impossible to follow these rules alternative positions should be agreed with the Project Manager.

Where the presence of pre-cast concrete or steel lintels make it impracticable or pose severe difficulties in achieving the specified fixing distances, mechanical fixing may be substituted by the use of polyurethane (expanding) foam

Fixing Foam shall never be used as the sole method of fixing the entire frame into the reveal.

Coupled window assemblies shall follow the same rules as perimeter fixings, care should be taken to keep the coupling joints equal and frames aligned and plumb, coupling joints must have bedding mastic applied within the profile cavity, it is not sufficient to rely on external pointing sealant.

Section 1- K

Anchor fixings

- The frame must be carefully pilot drilled using an 8mm diameter HSS drill bit at the centres previously specified.
- The frame must be protected from the drill chuck. Door outer threshold strip (part number: EXP 118) is recommended to protect the frame.
- When drilling masonry, brick dust, etc. will fall into the friction stay. This dust must be removed or it will impair the life of the stay.
- Anchor fixings should be inserted into the fixing holes and installation shims should be fitted behind the fixings.
- Anchor fixings should be securely tightened against the installation shims fitted behind every fixing point, ensuring that the jambs are straight and plumb.
- The collars of the anchor fixing should be flush with the face of the profile.
- Anchor fixings may also be supplemented by the use of spot fixing with polyurethane (expanding) foam
- In situations where the cavity position does not allow anchor fixings, they may be substituted for extended fixing lugs.
- In New Build situations where the frame is fixed to the internal blockwork or timber framing prior to the external brick skin, the bottom of the frame must be adequately supported.
- Frames shall not be fixed suspended only on fixing lugs.



Section 1- K

Window installation – key points

Attention to the following points will speed installation and reduce the risk of potential service problems.

- If you are working with a large or heavy window it should be deglazed and the opening lights removed for ease of handling. Note the positions of each bead within the frame as the beads must be refitted in the same position.
- All units must be installed so that they are square, level and plumb, without twist, racking or distortion of the PVC-U window frame. Distortion of any member will reduce the performance of the window.
- Generally there must be a minimum distance of 25mm between the front edge of the mainframe and the face of the building.
- Check the front bottom edge of the mainframe for damage, and if necessary run a block plane along the edge to remove burrs.
- When fixing at the head using polyurethane foam, apply it sparingly between the mainframe and the structure. Spot position the foam above all vertical members, and then at a maximum spacing of 600mm centres.
- Polyurethane foam expands and exerts considerable force after application. Care must be taken to ensure that this does not distort the product. Do not apply foam as a continuous run across the width of the mainframe.



Section 1- K

- Fixed lights should be carefully re-glazed ensuring that glazing wedges are correctly inserted and beads are located back in their correct positions. The face of the beads must be flush at the mitres.
- Opening lights should be re-hung ensuring that all locks operate correctly and an even cover between the opening light and the mainframe is achieved.
- All tilt and turn opening lights should be deglazed and correctly toe and heeled following the residential door guidelines. Wedges should be silicon spotted as confirmation that you have performed this mandatory task.
- It may be necessary to toe and heel large side hung casement vents to ensure correct operation.

Door installation – key points

The door hinge has been developed to make the installation process as quick and efficient as possible. The points below will ensure trouble free operation of the door in service.

- Our doors are supplied pre-set from the factory.
- Follow the golden rule – fit plumb, level and square, and no further adjustment should be necessary.
- Carry out a two-way plumb and straight check inside the rebate and on the face of the jambs over their full length, to ensure that the total deflection does not exceed $\pm 2\text{mm}$.
- The head and sill should also be checked for plumb and level, and must be within a tolerance of $\pm 1\text{mm}$.
- Time spent ensuring the frame is correctly installed will be rewarded when carrying out final adjustment.
- The door hinge is set from the lock side. This is the datum point for checking adjustment.
- If the door has 5mm , $\pm 1\text{mm}$, cover against the long leg frame rebate, and the door lock operates satisfactorily it should not be adjusted.

Door installation – toe and heeling

Toe and heeling is essential to the long term stability of the door in service, and is a fundamental part of the door installation process.

- All panelled or glazed doors must be toe and heeled.
- Toe and heeling is the process of packing between the sealed unit or panel and the leaf to ensure the door assembly is rigid and will not drop out of square over a period of time.
- To correctly toe and heel a door, all the glazing beads must be removed and the wedges tightened to square up and lock the door leaf in position around the sealed unit or panel. Note the positions of each bead within the frame as the beads must be refitted in the same position.
- Before replacing the glazing beads it is essential that a small bead of white silicone is applied over the edge of the wedges you have checked or adjusted. This indicator is used as proof that this procedure has been followed should the door require adjustment at anytime in the future.
- Once the door has been toe and heeled, you should hang your full weight on the leading edge of the door leaf as a check that the wedges have been correctly positioned and all risk of further settlement has been removed. To pass this test the door lock should operate freely and the leaf should remain perfectly aligned with the frame. If the lock does not operate or there is any sign of movement the security of frame fixings on the hinge side should be checked. If necessary the toe and heeling procedure should be repeated.
- Should the above procedure not be followed and the door requires a service call, you will be charged for the expense incurred.

Section 1- K

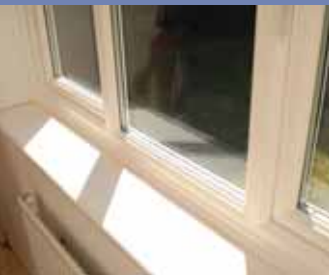
Door installation – Composite Doors

When installing a composite door the same principles apply as when installing a glazed residential door. The key points are to ensure that the door set is plumb level and square. There should not be any need to toe and heel a composite door.

Section 1- K

Bay installation – key points

- The surveyor will identify on the survey if the bay is structural or not.
- Acrow props shall be used to support the loading above the head of the bay during removal & installation.
- Load bearing bays must have load spreader plates under the sill, spigots through the sill and jacking devices at the head.
- Care must be taken to ensure that holes through the sill are completely sealed.
- Non-structural bays must be fitted with packers below the sill, a 5mm bearing plate between the baypole and the sill and a jacking device at the head.



Section 1- K

Internal trims

Internal trims are mandatory. Use of trims overcomes issues associated with movement and shrinkage and covers minor damage to decoration.

- Before any trims are fitted, all internal surfaces including the glass must be thoroughly cleaned.
- Our standard policy is that an internal 28mm flat batten should be fitted around the internal face of the window, flat to the reveal.
- This trim should be bonded to the reveal with acrylic sealant in reasonably dry locations or silicone in locations that will usually have a high moisture content (bathrooms, etc).
- Internal trims must be a tight fit and scribed where required.
- Where the trim abuts the frame and at corner joints, trims must be finished with a neat bead of white small gap filler such as Stelmax.



Section 1- K

External Sealing

A carefully applied silicone line is the company standard finish.

- On a standard face brick installation the new windows should have been surveyed to allow for a 5mm expansion gap.
- Apply the silicone externally to fill the gap and create a seal between the mainframe and the structure.
- Where external trims have been specified by the surveyor, they should only be fitted over a silicone gun line between the frame and the masonry. A second gun line should not be required between the front edge of the trim and structure.

Cleaning the product

- Our products must only be cleaned with Anglian recommended cleaning materials.
- All protective tape, manufacturing labels and glass protectors must be removed.
- Glass should only be cleaned with Anglian glass cleaner – part number: 6612.
- PVC-U should only be cleaned with Anglian PVC-U cleaner (cream cleaner for white PVC-U - part number: 18184. Solvent cleaner for white PVC-U - part number: 22407. Cleaner for woodgrain profiles – part number: 6693).
- We recommended all installation teams carry a vacuum to assist with the final clean up and remove dust, grit and swarf from the frame, drainage tracks, and friction stays. Where practical a vacuum cleaner should also be used to clean out dust at the external sills ends before completing application of the external sealant.

Final checks and final clean

The final check and clean is your opportunity to turn a good installation into a great one. Use the check list below as a final reference document before hand-over to the resident.

Appearance – check that:

- The installation site is free from debris and the inside of the window frame is free from swarf, brickdust and dirt
- The unit is installed plumb, level and square in the aperture
- There is no movement in the outer mainframe
- There are no cracks or breaks in welds
- All opening lights are fitted square and plumb within the mainframe
- All exposed faces (including beads and trims) are free from surface damage
- There are no cracks or scratches on any sealed units
- Glass gas filling pips (if applicable) are orientated correctly
- Internal trims are fitted correctly, to the company trim policy
- Sill end caps are fitted correctly, where they are required
- Remove any brick dust that may have accumulated between the frame and the sill
- Product accessories fitted correctly, where they are required
- Adjacent opening lights are aligned
- All the frame members and sealed units are clean
- Drainage slots are clear of all swarf
- All chinagraph marks and stickers have been removed from the opening lights and internal apertures. Particular attention should be paid to stickers to the top of opening lights and back of sill
- All protective tape has been removed.

Final checks and final clean

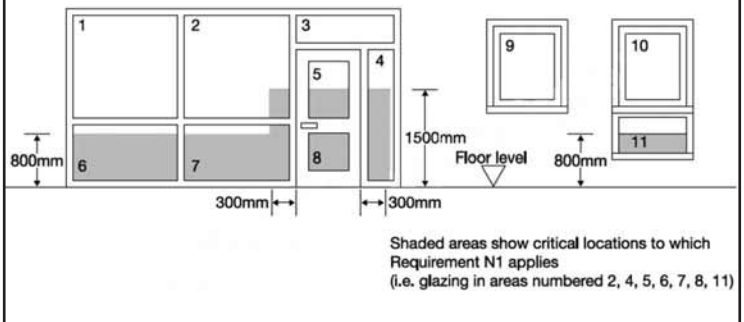
Sealing – check that:

- Sealant has been applied where it is required
- Sealant joints have a smooth finish and are correctly shaped
- The sealant forms a continuous run around the frame

Operation and performance – check that:

- All opening lights open and close correctly and are fitted square and plumb within the mainframe
- All locks and fasteners operate correctly
- All locks and hardware items are secured in place using the correct type and quantity of fixings
- The mitres of all glazing beads are correctly aligned
- All locking handles have been supplied with keys
- Restrictors have been fitted where identified on the Survey Report and operate correctly
- Safety Glass has been fitted to critical locations (see diagram below).

Critical locations in internal and external walls



Section 1- M

Handover

This is the final part of your service to the resident and should compliment your professional approach throughout the installation. You should ensure the resident has no concerns regarding the installation before leaving the property.

- Walk the resident around the finished installation room by room demonstrating how each unit operates and so they understand its operational features.
- Advise the resident of the need for the regular maintenance of the moving parts.
- Advise the resident of the correct cleaning agents and methods that are to be used for the product. Warn the residents of the risks of damage if cleaning products are used that are not appropriate for the product.
- Provide the resident with a Care and Maintenance Guide.
- Ask the resident to complete and sign the Property Completion Report



Section 1- M

The standards and methods laid out in this document form part of the Company's Best Practice policy and are designed to enhance the level of service and quality of installation we offer to our customers.

These standards will be monitored by your Projects Manager to ensure the standards are maintained and assist with your own personal development. They will also be subject to independent audit from the Health, Safety & Quality Manager.



Section 2

Health & Safety On Site

Section 2 - A

Site Safety – Electricity on Site

Electricity is such an integral part of daily life that we can be forgiven for forgetting how dangerous it is.

Correct use puts no one at risk but misuse, abuse or disregard can cause at least severe burns, at worst – death!

Many installations will have electricity cables fixed to or passing through the frame to be replaced, unless they can be isolated by the removal of a standard 3 pin plug from a mains socket within the property, stop work immediately and contact your manager or supervisor.

Under no circumstances should you attempt to isolate equipment such as extractor fans/outside lights by the removal of wiring from a fixed installation.

Only qualified electricians shall carry out maintenance, repairs, installation/isolation of electrical equipment.



Avoid taking risks!!

Section 2 - B

Site Safety – Portable Electrical Appliances

Power Tools

When mains voltage equipment is used in construction, the risk of injury or death arising from the use of damaged or faulty equipment, leads or plugs is unacceptably high unless special precautions are taken.

The precautions must reduce the risk to an acceptable level.

Reasonably practicable precautions include:

- Use of battery operated tools less than 25 volts
- Use of reduced voltage equipment, 110 volt centre tapped to earth
- 230 volt mains supply equipment will not be permitted.

Site Safety – Portable Electrical Appliances

Maintenance

It is important that electrical equipment is regularly serviced in line with the manufacturer's instructions.

Maintenance shall be carried out by the owner of the equipment.

The maintenance system will need to include:

- Daily checks by the user
- Formal visual inspections on a regular basis
- Combined inspection and electrical testing where necessary.

Anglian Building Products reserve the right to have any electrical equipment suspected as unfit for use, or where a current proof of inspection can not be produced removed from site.

The following can be seen easily and should form the basis of the formal visual inspections and the daily checks by the user.

Make sure that:

- Bare wires are not visible
- The cable covering is not damaged and is free from cuts and abrasions (apart from light scuffing)
- The plug is in good condition, i.e. the casing is not cracked, the pins are not bent or the key way (socket) is not blocked with loose material
- There are no taped or other non-standard joints in the cable
- The outer covering (sheath) of the cable is gripped where it enters the plug or equipment. The coloured insulation of the internal wires should not be visible
- The outer casing of the equipment is not damaged or loose and all screws are in place
- There are no overheating or burn marks on the plug, cable or the equipment.

Site Safety – Portable Electrical Appliances

Combined inspection and electrical testing

Testing can detect faults such as loss of earth continuity, deterioration of the insulation and internal or external contamination by dust, water etc. All of these faults are likely to happen on a construction site, because of the arduous environment, and they may not be picked up by user checks or formal visual inspections. It is therefore important that testing is carried out by a person trained to do so at a frequency appropriate to the type of equipment and the risks.

Portable Appliance Testing (PAT)

What does a PAT Test consist of?

A visual inspection checking for:

- Damaged flexes
- Damaged plugs and equipment (overheating, burn marks, discolouration)
- Correctly wired plugs
- Correctly rated fuse.

Then a series of tests (depending on the class of equipment), they may include:

- Earth continuity testing
- Insulation resistance
- Polarity test
- Earth leakage test.

Section 2 - C

Site Safety – Portable Electrical Appliances

SUGGESTED INSPECTION AND TEST FREQUENCIES FOR ELECTRICAL EQUIPMENT ON A CONSTRUCTION SITE

Equipment/ application	Voltage	User check	Formal visual inspection	Combined inspection and test
Battery-operated power tools and torches	Less than 25 volts	No	No	No
110V Portable and hand-held tools, extension leads, site lighting, moveable wiring systems and associated switchgear	Secondary winding centre tapped to earth (55 volt)	Weekly	Monthly	Before first use on site and then 3 monthly

Source: HSE guidance series HSG 141

Damaged equipment should be taken out of service immediately and clearly labelled as defective.

Users should not attempt makeshift repairs. Repairs should be carried out by competent electricians.

Section 2 - D

Site Safety – Gas Appliances, Fittings & Ventilation

It is inevitable that you will encounter the requirements for gas appliances and ventilation during the course of your job. It is important that you are able to recognise if any actions you may take to complete your task will interfere with the appliance or ventilation.

Air Supply

To ensure complete combustion there must be a sufficient supply of fresh air.

Research has shown that it is virtually impossible to reduce the amount of ventilation in habitable rooms to less than 35cm²

This is known as "Adventitious Air" and normally sufficient to supply an open flued appliance up to 7KW. (Typically a non decorative effect gas fire without back boiler).

Open Flued Appliances

Open flued appliances with inputs higher than 7KW require additional permanent fresh air. (A std domestic boiler would typically be between 15-20KW)

A decorative fuel effect fire up to 20KW would need 100cm² of free air.

When replacing units in rooms containing these types of appliances, extra attention needs to be paid to any **permanent ventilation contained within the existing unit.**

These units must **NOT** be replaced unless permanent ventilation of the equivalent free air space, is either incorporated in the new unit, or has been provided by an alternative means prior to the installation. (i.e. fitting of a core vent)

Section 2 - D

Site Safety – Gas Appliances, Fittings & Ventilation

Overglass or Through Frame Ventilators

If the vent is to be refitted in the window, it must be:

- Non closable
- Not incorporate any additional gauze or screens
- The size of the ventilation slots should prevent the entry of a 10mm ball but allow entry of a 5mm ball.

Under no circumstances must a standard closable ventilator be fitted.

Do not attempt to fit external canopies on both sides.

Gas regulation compliant vents are marked "Gas Vent"

Room sealed appliances

Room sealed appliances require no additional ventilation.

Extractor Fans

Where extractor fans are to be fitted or replaced in any room or internal space where there is an open flued appliance, additional ventilation may be required, and a spillage test must be carried out by a trained and competent registered gas engineer.

Gas Cookers

Any room containing a gas cooking appliance must have a door or openable window or other means of ventilation direct to the outside air.

Section 2 - D

Site Safety – Gas Appliances, Fittings & Ventilation

Do's & Don'ts

Do:

- Check all existing units for permanent ventilation
- Ensure any existing ventilation is replaced
- Check the position of gas terminals in relation to the replacement units
- Check all existing units for pipes that are fixed to or pass through the frame, and that they have been isolated/made dead before you proceed
- Seek assistance from your line manager if you are unsure.

Don't:

- Under any circumstances attempt to carry out work on any gas fitting/flue
- Under any circumstances remove permanent ventilation required for a gas appliance
- Under any circumstances following any accidental disturbance attempt DIY repairs, contact your line manager immediately.

THE SAFETY OF ALL PARTIES IS OF PARAMOUNT IMPORTANCE, ONLY TRAINED & COMPETENT REGISTERED ENGINEERS ARE ALLOWED TO WORK WITH GAS.

Section 2 - E

Site Safety – Hand Tools

Always use the proper tool for the job!

Hand tools come in various guises and inherently safe unless abused or mis-used, damaged or worn out tools should be replaced

Do not:

- Use blunt cutting tools, they require excessive force to perform their task and increase the risk of slipping
- Use chisels with mushroomed heads, they should be ground down to prevent hammers slipping and metal fragments flying
- Use screwdrivers as chisels, they become damaged, handles shatter and they become useless as screwdrivers
- Use a hammer if the head is not secure and or the shaft has become damaged or split
- Leave tools lying around unattended when not in use, this also applies to power tools which should also be disconnected from the power supply when not in use.

Do:

- Maintain your tools in good condition
- Use tool pouches to hold smaller items (never put sharp tools particularly Stanley knives in pockets)
- Store tools safely and securely when not in use
- Use the right tool for the job.

Site Safety – Working at Height

Independent Tied Scaffold

No scaffold shall be erected dismantled or altered in any way other than by or under the supervision of a trained and competent person.

Trained and competent shall mean an experienced qualified scaffolder.

Scaffolds are subject to mandatory inspections, these inspections should be carried out:

- Before first use
- Following alteration or addition
- Following adverse weather conditions
- At a period not exceeding 7 days.

A record of these inspections should be maintained on site and be available for inspection.

Alternatively the scaffold may be Scaffold Tagged with the inspection detail physically attached to the scaffold in question.

Scaffold should not be used unless a current and valid inspection record is in place.

Before using a scaffold you should perform some simple visual checks:

- Check the inspection record
- Check that the scaffold is double handrailed and that all toe boards are in place
- Check that no scaffold boards have been removed
- Check that all boards are secure and appear in good condition
- Check that all ladders are secured and extend a minimum of 1M above the working platform.

Section 2 - F

In the case that the ladder access to the first lift has been omitted for security and you are required to install a ladder for this purpose, the ladder must extend a minimum of 1M above the working platform and be secured to the scaffold by lashing round both stiles at the top.

Using a scaffold:

- Hard hats and hi-visibility jackets to be worn at all times.
- Do not attempt to increase the height of a scaffold by the use of ladders, stepladders or any other hop up style equipment.
- Do not remove any ties provided for the stability of the scaffold.
- Do not climb on the scaffold, only use access ladders.
- Keep the scaffold clear of debris, tools and surplus materials.
- Do not work below someone directly above.

At the end of each working day either remove or board over the first lift access ladders to prevent unauthorised access.

Site Safety – Working at Height

Tower Scaffolds

Tower scaffolds are widely available and can provide an effective and safe means of gaining access to work at height while preventing falls.

However inappropriate erection and misuse of tower scaffolds are the cause of numerous accidents each year.

Aluminium towers are light and can easily overturn if used incorrectly, towers rely on all parts being in place to ensure adequate strength, and they can collapse if sections are left out.

The manufacturer, supplier or hirer has a duty to provide an instruction manual that explains the erection sequence, including any bracing requirements and the height to which the tower can be erected safely.

Towers shall only be erected by or under the supervision of trained and competent people who are following a safe method of work.

Trained means having attended a formal session conducted by a PASMA authorised trainer in the safe erection and use of the tower scaffold. (You should be in receipt of a PASMA training identity card which states what you are authorised to do, cards are normally valid for 5 years).

Competent means following the training you have been assessed working with Tower scaffold and are using the equipment safely and in accordance with the training.

Safe method of work, is working in accordance with the manufactures instructions and to an approved method. There are two approved methods recommended by the Prefabricated Access Suppliers' and Manufacturers' Association (PASMA), which have been developed in co-operation with HSE.

Section 2 - F

The first method is the 'through-the-trap' (3T) method of erection. This method allows the person erecting the tower to position themselves at minimum risk during the installation of guard rail components to the next level. It involves the operator taking up a working position in the trap door of the platform, from where they can add or remove the components which act as the guard rails on the level above the platform. It is designed to ensure that the operator does not stand on an unguarded platform, but installs the components to a particular level while positioned within the trap door of that same level.

The second method, an advanced guard rail system, makes use of specially designed temporary guard rail units, which are locked in place from the level below and moved up to the platform level. The temporary guard rail units provide collective fall prevention and are in place before the operator accesses the platform to fit the permanent guard rails. The progressive erection of guard rails from a protected area at a lower level ensures the operator is never exposed to the risk of falling from an unguarded platform

If a Tower scaffold is used:

- Make sure it is resting on firm level ground with the locked castors or base plates properly supported - never use bricks or building blocks to take the weight of any part of the tower
- Install stabilisers or outriggers when advised to do so in the instruction manual
- Provide a safe way to get to and from the work platform, eg using an appropriately designed internal ladder
- Provide edge protection (guard rails and toe boards) on all working platforms and platforms used for storing materials.

Site Safety – Working at Height

If a Tower scaffold is used:

The stability of any tower is easily affected. Unless the tower has been specifically designed for such use, activities such as those listed below should never be carried out.

- Sheeting or exposure to strong winds.
- Using the tower to hoist materials or support rubbish chutes.
- Carrying out grit blasting or water jetting.

If ties are needed, check that they are put in place as required when the scaffold is erected and that necessary ties are kept in place when the scaffold is dismantled.

When erecting Tower scaffolds:

- Do not exceed the safe height-to-base ratio in the instruction manual. Towers should never be erected to a height not recommended by the manufacturer
- Do not use the working platform as a support for ladders, trestles or other access equipment
- Do not overload the working platform
- Do not fix ties to the centres of thin-walled aluminium tubes
- Do not climb up the rungs on the end frames of the tower to reach the platform unless the rungs have been specifically designed for the purpose of getting to and from the working platform - these have rung spacings of between 230 and 300 mm and an anti-slip surface.

When moving a mobile tower:

- Reduce the height to a maximum of 4m
- Check that there are no power lines or overhead obstructions in the way

Section 2 - F

- Check that the ground is firm, level and free from potholes.
- Never move it while there are people or materials on the tower.

When towers are used in public places, extra precautions are required.

- Erect barriers at ground level to prevent people from walking into the tower or work area.
- Minimise the storage of materials and equipment on the working platform.
- Remove or board over access ladders to prevent unauthorised access if they are to remain in position unattended.

Following the erection of a Tower scaffold the following checks should be made before use:

From the Ground

- Using the manufacturer's instructions check that all components are in their correct positions
- Check that the tower is vertical and level in both planes
- Check that the outriggers are correctly triangulated, that they are on firm and stable ground and bearing their share of the weight of the tower
- Check that all the castors are locked and that they are all bearing their share of the weight of the tower and the surface they are resting on is firm and stable
- Check that the wing nuts on the castors are fully tightened by a gloved hand, Note: at least one adjustable leg should be fully retracted at all times
- Check that the tower has not been erected in close proximity to overhead power lines (Within 15m of Electricity pylons – 9m of wooden poles carrying cables)

Site Safety – Working at Height

- Check the weather conditions work on towers should not be carried out if wind speeds exceed 17mph (Beaufort Scale 4 = 13-18 mph is classed as a moderate breeze, and it would be expected that the wind raises dust and loose paper, small branches move)

Climbing the tower progressively

- Check that hooks on both ends of horizontal and diagonal braces and platform boards are correctly positioned, and that the locking mechanisms have operated correctly.
- Check that hatches open towards the outside of the tower and that the positioning of the guard rail prevents them being left open.
- Check that the all interlocking sections are correctly located and secure.
- Check that all handrails and toe boards are fitted and secure.
- If the tower has been tied to the structure check the integrity of the ties.

Finally before first use the competent person must complete an inspection report, a new report is not required every time the tower is moved at the property address, however if guard rails or other components have to be removed to enable the tower to be moved past an obstruction, then a pre user check should be carried out by the competent person to ensure the equipment has been reinstated correctly, in this situation the inspection report shall be updated to record this.

Copies of the inspection report are available from the Project Manager/Supervisor.

The report must be kept on the site of work, and then returned to the site office upon completion where it must be kept for a further 3 months.

Section 2 - F

Easi-Dec

Easi Dec shall only be erected by or under the supervision of trained and competent persons in accordance with the manufacturer's instructions.

Trained means having attended a formal session conducted by Easi Dec or an ABP authorised trainer in the safe erection and use of the equipment. (You should be in receipt of a certificate of training).

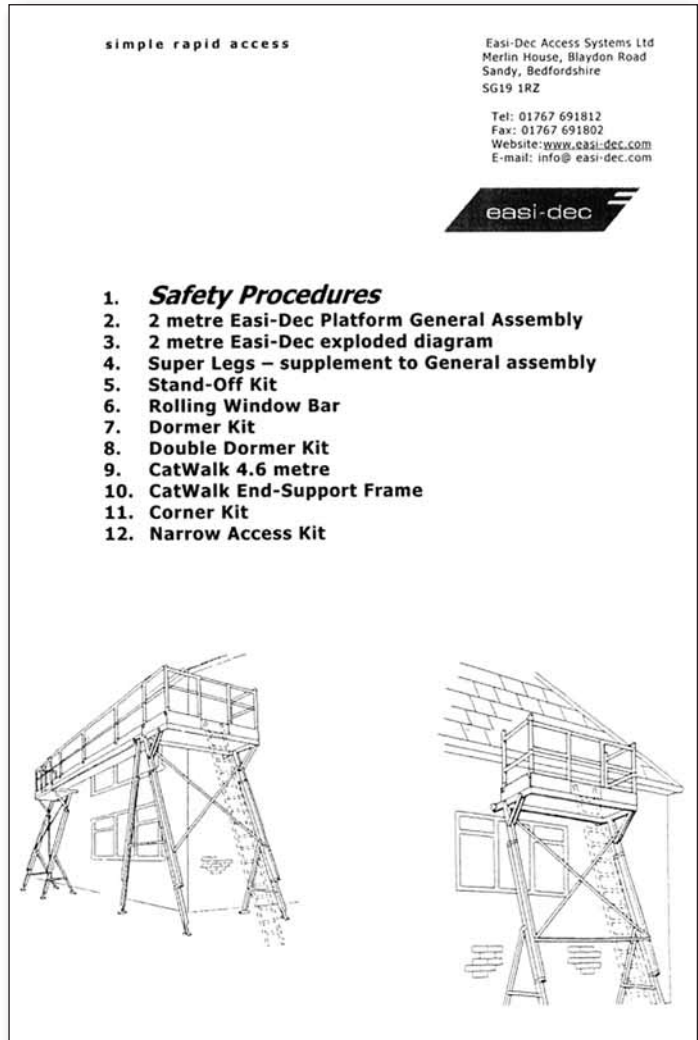
Competent means following the training you have been assessed working with Easi Dec and are using the equipment safely and in accordance with the training.

During your training session you will have received a copy of the manufactures instructions, these should be retained as a reference guide to assist in the correct and safe use of the equipment.

- A copy of this manual is available from your Project Manager if you have misplaced the one issued.

Site Safety – Working at Height

Easi-Dec Manual Front Cover



Section 2 - F

Easi-Dec

A minimum of two persons are required to assemble Easi Dec, at least one person in this team **MUST** be trained and competent.

Following erection and before use you should perform some simple checks

- (1) Is the dec erected at correct angle (1/4) with platform level and at 90° to the wall?
- (2) Are the guard rails & toe boards fitted?
- (3) Is the access ladder erected at the correct angle, tied to platform at top & stabilisers used at bottom?
- (4) Are all the correct locking pins in place with R clips facing the inside of the dec?
- (5) Are the horizontal & diagonal braces fitted?
- (6) Are the back legs fitted correctly (approx 15/25mm off the ground) or the dec staked to ground through the foot/tied into the structure through the ring bolt in platform?
- (7) Are the catwalks positioned correctly with the securing straps in place?
- (8) Do you have the correct PPE, hard hats, Safety boots, gloves, hi-vis jacket etc?

Finally before first use the competent person must complete an inspection report, a new report is not required every time the Easi Dec is moved at the property address, however if guard rails or other components have to be removed to enable the Easi Dec to be moved past an obstruction, then a pre-user check should be carried out by the competent person to ensure the equipment has been reinstated correctly, in this situation the inspection report shall be updated to record this.

Copies of the inspection report are available from the Project Manager.

The report must be kept on the site of work, and then returned to the site office upon completion where it must be kept for a further 3 months.

Section 2 - G

Site Safety – Working at Height

Ladders: Requirements for use

Ladders can be used if after assessing the risks the use of more suitable work equipment is not justified because of the low risk and short duration.

Short duration is taken to be between 15 and 30 minutes depending upon the task.

Ladders can also be used for low risk work where there are features on the site that mean a ladder must be used.

Any independent leaning ladder used on an Anglian Building Products Installation must be fitted with top and bottom stabilisers.



Ladders must be Industrial Class 1 Ladders to BS2037 standard.

Under no circumstances will Class 3 domestic grade ladders be permitted on site

Section 2 - G

Ladders: Maintenance & Inspection

Ladders should be checked daily by the user. If your ladder is not up to scratch you could fall from it. You do not have to fall far to land hard.

In 2007 nearly 100 workers a month suffered broken bones or head injuries following a fall from a ladder. Most of them did not fall very far, below head height. Take a moment to check your ladder.

- **Check the stiles**
Do not use the ladder if they are bent or split - the ladder could buckle or collapse.
- **Check the feet**
Do not use the ladder if they are missing or worn or damaged - the ladder could slip.
- **Check the rungs**
Do not use the ladder if they are bent, missing or loose - the ladder could become unstable.

All ladders should be subject to formal 6 monthly inspections, by your ABP Manager with a record of condition maintained.

Anglian Building Products reserve the right to inspect any ladder brought onto site using a pre determined check list and insist upon removal if found to be sub standard.

Site Safety – Working at Height

Ladders: Before use

First ask yourself: am I fit to work at height? Then think about the condition and the position of the ladder.

A leaning ladder in good condition has:

- Both feet firmly attached and with a good tread
- Clean rungs
- Undamaged stiles (the side pieces that the rungs are attached to)
- Secure fastenings when it is extended.

A leaning ladder in a good position:

- Is at an angle of 75° - one unit out for every four units up
- Will not move at the bottom
- Stands on a surface that is:
 - firm
 - level
 - clear
 - dry
 - not slippery.
- Will not move at the top
- Rests on a strong upper resting point (not plastic guttering or a window)
- Has horizontal rungs (use a spirit level).

In use:

- Only work on a ladder for a maximum of 15 - 30 minutes at a time
- Only carry light materials and tools (up to 10 kg)
- Always grip the ladder when climbing
- Do not overreach - make sure your belt buckle (navel) stays within the stiles
- Keep both feet on the same rung or step throughout the task
- Do not work off the top three rungs - this provides a handhold
- Try to keep **three points of contact** with the ladder.

Section 2 - G

Step ladders

As with ladders, only Industrial Class 1 stepladders to BS2037 should be used on site, step ladders should only be used for light work, for work no longer than 30 minutes, where a handhold is available.

When you cannot maintain a handhold, the use of a stepladder will have to be justified by taking into account:

- The height of the task
- A safe handhold still being available on the stepladder
- Whether it is light work
- Whether it avoids side loading
- Whether it avoids overreaching
- Whether the users feet are fully supported
- Whether you can tie the stepladder.

Step ladders are also subject to daily pre-use checks and formal 6 monthly inspections to ensure they are safe to use.

- **Check the locking bars**
Do not use if they are bent or the fixings are worn or damaged - the ladder could collapse
- **Check the feet**
Do not use if they are missing or worn or damaged - the ladder could slip.
- **Check the stepladder platform**
Do not use if it is split or buckled - the ladder could become unstable or collapse.
- **Check the steps or treads**
Do not use if they are contaminated - or if the fixings are loose - they could collapse.
- **Check the stiles**
Do not use if they are bent or damaged - the ladder could buckle or collapse.

If working from Step ladders – ensure the base is level.

Step ladders can easily overbalance – never work more than two thirds of the way up.

Section 2 - H

Personal Safety

- It is the duty of all workers to take reasonable care for the health and safety of themselves
- ABP shall undertake a commitment to reduce the risks to as low as reasonably practicable from the hazards presented by the work by the implementation of safe systems of work.
- The use of personal protective equipment shall be employed to further reduce any residual risk.

**No
Safety
Footwear
No Work**

Personal Protective Equipment (PPE)

The following items shall be made available free of charge to all installers.

Marigold Polka-Dot (FD20PD)

Ideal for handling Glass, Profile, and sorting and handling material. Good cut protection and grip, but no puncture resistance.



Power Plus Rigger

Ideal for ripping out old frames and handling broken glass, wood/splinters etc. Good cut abrasion resistance. Insufficient grip for handling complete units or sheet glass/sealed units.



18" Kevlar Sleeve (FS18)

For extra protection and to supplement gloves (e.g. Marigold Polka Dot or Riggers) when handling broken and unframed glass. Good cut & tear resistance but no puncture resistance.



Section 2 - H

Personal Protective Equipment (PPE)

Safety Glasses protect against, mechanical hazards, solid particles and projectiles.



For use when ripping out, cutting, drilling, handling and clearing of debris.

Hardhat & Hi-Visibility Jacket



Section 2- H

Personal Protective Equipment (PPE)

All personnel on ABP construction sites and anywhere else where there is the likelihood of being hit by falling objects (e.g. warehouse) or contact with access equipment (e.g. scaffold) and fixed objects (e.g. nails in doorways, beams etc) shall wear Head Protection (Hard Hats)

High visibility jackets and vests are "Day-Glo" yellow clothing items that draw attention to the presence of persons in hazardous areas, particularly in the vicinity of moving traffic or on construction sites. All personnel including contractors shall wear High Visibility yellow clothing:

- At Construction and Installation Sites
- At Regional Operations warehouses
- In vehicle movement areas where Anglian fitting vans and HGV delivery vehicles are operating.

Section 3

General Health Hazards

Biological Agents

Biological agents are in the main naturally occurring materials that are encountered in the workplace which are incidental to the work being carried out.

Where there is the potential to come into contact with infectious material such as faeces, accumulated rubbish that could attract rats, dead birds (particularly in high rise situations) or needles, an assessment of the situation must be carried out.

The most effective method of preventing infection is to avoid direct contact with the potentially infectious material and maintain high standards of personal hygiene.

You should

- Only use your hands to clear materials after a thorough visual inspection of the area has been carried out to identify the presence of contaminants such as needles & sharps.
- Cover any broken skin and cuts with plasters before starting work and where appropriate wear gloves/safety glasses.
- Before eating, drinking or smoking thoroughly wash your hands with soap and water.
- Following contact with any material likely to be infectious, thoroughly wash the affected area with soap and clean water.

If there is contact with the eyes or mouth, thoroughly irrigate with clean water for up to 15 minutes.

Chemical Agents

Control of Substances Hazardous to Health (COSHH)



The type of work ABP undertakes involves daily contact with substances which, to varying extents, are hazardous to health; employers are required to assess the risks from chemicals to ensure they are used and stored safely.

Under COSHH there are a range of substances regarded as hazardous to health and are usually identified as substances or mixtures of substances classified as dangerous to health under the Chemicals (Hazard Information and Packaging for Supply) Regulations 2002 (CHIP).

For the vast majority of commercial chemicals, the presence (or not) of a warning label on the packaging will indicate whether COSHH is relevant.










When using chemicals make sure you follow the manufactures safety precautions printed on the packaging and also the guidelines in the COSHH assessments.

COSHH Assessments are held in the site construction phase health and safety plan on all contracts

Section 3 - B

Chemical Agents

Common warning symbols on packaging and associated meanings.

Symbol	Abbreviation	Hazard	Description of Hazard
	E	explosive	Chemicals that explode.
	F+	extremely flammable	Chemicals that have an extremely low flash point and boiling point, and gases that catch fire in contact with air
	F	highly flammable	Chemicals that may catch fire in contact with air, only need brief contact with an ignition source, have a very low flash point or evolve highly flammable gases in contact with water
	T+	very toxic	Chemicals that at very low levels cause damage to health
	T	toxic	Chemicals that at low levels cause damage to health
	Xn	harmful	Chemicals that may cause damage to health
	Xi	irritant	Chemicals that may cause inflammation to the skin or other mucous membranes.
	C	corrosive	Chemicals that may destroy living tissue on contact.
	N	dangerous for the environment	Chemicals that may present an immediate or delayed danger to one or more components of the environment

Source: www.hse.gov.uk

General Health Hazards – Skin Care

Any or all of the following can cause problems to the skin

- Dust from brick, stone and plaster.
- Cement.
- Paints, varnishes, lacquers and stains.
- Certain woods, especially exotic hard woods.
- Certain epoxy resins and mortars and acrylic and formaldehyde resins.
- Organic solvents.
- Petrol, white sprit, thinners.
- Acids and alkalis.
- Ultra-violet not-ionising radiation from direct strong sunlight.

Some people suffer skin disorders more than others. Their skin becomes sensitised and sometimes being near a certain substance can cause problems for these people, even though they may not come directly into contact with it.

Exposure to Ultraviolet (UV) radiation from the sun can cause skin damage including sunburn, blistering, skin ageing and in the long term can lead to skin cancer.

Skin cancer is the most common form of cancer in the UK.

Always follow the Sun Protection six point code:

- Keep your top on, clothing forms a barrier to the suns harmful rays – especially tightly woven fabrics
- Wear a hat with a brim or flap that covers the ears and back of the neck – these areas can easily get sunburnt
- Stay in the shade whenever possible, during your breaks and especially at lunchtime.
- Use a high factor sunscreen of at least SPF15 on any exposed skin. Apply as directed on the product.
- Drink plenty of water to avoid dehydration
- Check your skin regularly for any unusual moles or spots. See a doctor promptly if you find anything that is changing in shape, size or colour, itching or bleeding.

Section 3 - C

General Health Hazards – Skin Care: Cement

Wet cement on unprotected skin, whether direct or through saturated clothing, can cause severe, third degree caustic burns.

NOTE: Portland cement burns skin with little warning; discomfort or pain cannot be relied upon to alert a person to a hazardous skin exposure.

The severity of the burn may not be detected until several hours after the damage begins.

Dry Portland cement can produce mild irritation to severe burns of the eye; it can irritate the upper respiratory system and cause inflammation of the lining of the nose.

Repeated exposure to Portland cement may result in drying of the skin and may lead to thickening, cracking, or fissuring of the skin.

Emergency and First Aid Procedures: Irrigate eyes immediately and repeatedly with large amount of clean water for at least 15 minutes and get prompt medical attention. Wash exposed skin areas with pH-neutral soap and clean water. Apply sterile dressings; seek medical treatment in all cases of prolonged exposure to wet Portland cement.

Asbestos

Asbestos Awareness

Properties:

Asbestos is mined from the earth as a fibrous rock.

There are two types of asbestos rock called Amphibole and Serpentine.

The most hazardous types of asbestos fibres are Blue (Crocidolite) and Brown (Amosite) Asbestos which are found in the Amphibole Group.

The most common form of asbestos is white asbestos (Chrysotile).

This is the type of asbestos fibre normally found in asbestos cement and is from the Serpentine Group.

The risks to health from Chrysotile are significantly lower than the other forms of asbestos. In view of this Asbestos Cement may be removed by trained competent Anglian staff without the need to hold an Asbestos Removal Licence issued by the Health & Safety Executive (HSE).

On the other hand, Asbestos Insulation Board usually contains the significantly more hazardous Amosite or Crocidolite and may only be removed by a Licensed Asbestos Removal Contractor.

Asbestos

Asbestos Awareness

Effects on health:

The main risk to health from asbestos fibres occurs if they are inhaled. The body's natural defence mechanisms will expel most of the fibres that enter the nose and mouth, but a proportion of these fibres, the minute respirable ones, are able to pass through these defence mechanisms into the lower parts of the lung. They can remain there for many years and, in some cases, work their way through the lung lining. Therefore the more fibres breathed in, the greater the risk to health.

Asbestos fibres ingested with food and water are normally expelled with other body waste. Fibres that come into contact with the hands are unlikely to penetrate the skin. In the rare cases where they do, they may cause asbestos warts. These do not cause asbestos disease, are not fatal, and can be easily and safely removed.

Breathing in Asbestos fibres can eventually lead to a number of diseases. These include:

- Asbestosis or Fibrosis (scarring) of the lungs
- Lung cancer
- Mesothelioma, a cancer of the inner lining of the chest wall or abdominal cavity.

There is currently no known cure for these asbestos-related diseases.

Long term studies by HSE of asbestos exposure have proven that low levels and short periods of exposure are unlikely to lead to asbestos-related diseases unless repeated over a period of time. High exposure for long periods is linked more clearly to these illnesses.

Section 3 - D

Smoking

Smoking increases the likelihood of contracting an asbestos disease by a factor of 4.

THE TYPES, USES AND LIKELY OCCURRENCE OF Asbestos Containing Materials (ACMs) IN BUILDINGS

The common locations in which asbestos will be encountered during your works will be:

- Soffit boards, at eaves level or in porches these may be either asbestos cement board or asbestos insulation board.
- Fixed panel glazing usually to the lower section of frames fitting down to the floor, again they may be either asbestos cement board or asbestos insulation board.
- Rainwater goods such as guttering and down pipes containing asbestos cement.
- Textured decorative coatings such as Artex can contain asbestos.
- Vinyl or thermoplastic floor tiles.



Asbestos soffit on head of window

Asbestos panel in lower fixed glazing



Section 3 - D

Asbestos

Other locations at which asbestos may be encountered

- Sprayed asbestos and asbestos loose packing – generally used as fire breaks in ceiling voids.
- Moulded or preformed lagging – generally used in thermal insulation of pipes and boilers.
- Sprayed asbestos – generally used as fire protection in ducts, firebreaks, panels, partitions, soffit boards ceiling panels and around structural steels work.
- Insulating boards used for fire protection, thermal insulation, partitioning and ducts (AIB)
- Some ceiling tiles.
- Millboard, paper and paper products used for insulation of electrical equipment.

GENERAL PROCEDURES TO BE FOLLOWED TO DEAL WITH AN EMERGENCY, FOR EXAMPLE AN UNCONTROLLED RELEASE OF ASBESTOS DUST

ACMs are now suspected where it was previously believed that none existed:

- Stop work immediately
- Isolate the area and if safe to do so,
- Damp down any exposed area using water spray (glass cleaner)
- Construct partial enclosure using plastic ground sheets.
- Contact your Project Manager/Supervisor.

Section 3 - D

HOW TO AVOID THE RISKS FROM ASBESTOS:

Work with Asbestos is defined as work which consists of the removal, repair or disturbance of Asbestos.

Check the property survey sheet this should highlight any suspected asbestos containing materials present which will affect your works.

Assess your task and do not proceed if you suspect it involves work with asbestos.

Only trained and competent persons are allowed to work with asbestos subject to a site specific plan of works where all the risks have been reduce to the lowest practicable level.

If you have any doubts stop work and contact your Anglian manager.



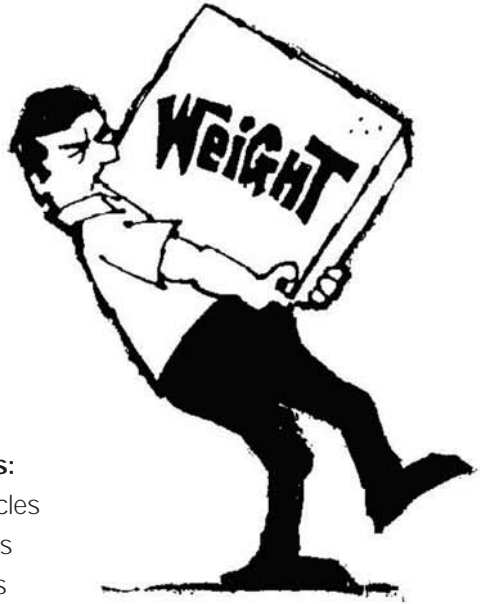
House constructed with asbestos cement sheeting to both walls and roof, guttering and down pipes are also asbestos cement

Section 3 - E

Manual Handling

Manual Handling injuries account for over one fifth of all accidents and ill health incidents within the construction industry.

Much of the work undertaken on ABP sites involves site operatives lifting, carrying, moving and placing loads, sometimes of awkward shapes in and around sites. Poor lifting techniques can result in strained muscles or serious back injuries.



Common Injuries:

- Strains to muscles
- Sprains to joints
- Herniated discs
- Cuts
- Crushing
- Fractures.

The guidance weight that an individual male can lift is 25kg. The weight is only a guide, ultimately it is up to the individual to say if they can lift it or not.

Section 3 - E

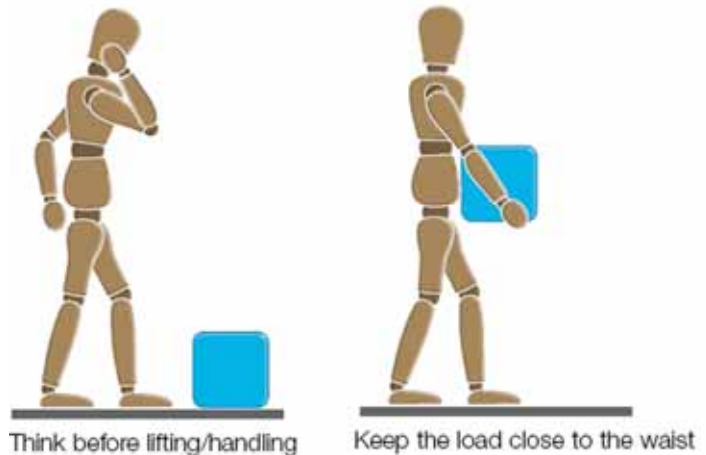
Site Operatives Duties:

- Follow appropriate systems of work as laid down by ABP for your safety
- Make proper use of equipment provided for your safety e.g. wheels
- Co-operate with ABP on health and safety matters
- Inform ABP if you identify hazardous handling activities
- Take care to ensure that your activities do not put others at risk.

Good Handling Technique for Lifting:

Below are some practical tips suitable for safe manual handling.

- **Think before lifting/handling:**
Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded materials. For a long lift, consider resting the load midway on a table or bench to change grip.



Manual Handling

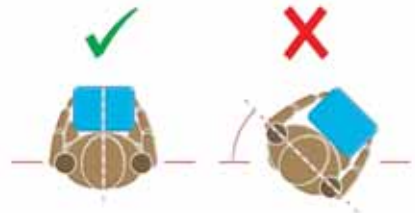
- **Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
- **Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability.
- **Get a good hold.** Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- **Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- **Do not flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.
- **Avoid twisting the back or leaning sideways,** especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the safe time.



Adopt a stable position with feet apart and one leg slightly forward to maintain balance



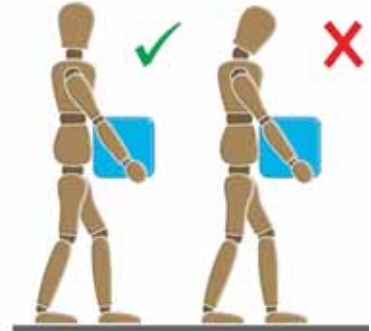
Start in a good posture



Avoid twisting the back or leaning sideways, especially while the back is bent

Section 3 - E

- **Keep the head up when handling.**
Look ahead, not down at the load, once it has been held securely.
- **Move smoothly.**
The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.



Keep the head up when handling

- **Do not lift or handle more than can be easily managed.** There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.
- **Put down, then adjust.**
If precise positioning of the load is necessary, put it down first, then slide it into the desired position.



Put down, then adjust

General Health Hazards - Noise

- Exposure to loud noises can, over a period of time, cause you to go deaf. In some cases people suffer from 'ringing' in their ears which effects their social life and ability to sleep.
- Noise damage is permanent and can not be reversed.
- If you have to shout, at a metre distance, or make yourself heard – your hearing is being damaged.
- Always wear hearing protection in noisy areas or 'hearing protection zones' where warning signs are displayed. This is especially relevant on new build sites.
- Make sure either ear plugs or muffs are a good fit and that the seals on muffs are not damaged.
- Always ensure when fitting or removing plugs that your hands are clean.
- Clean re-usable plugs regularly.
- Use disposable plugs only once.
- If using muffs of the head band type – do not try to increase the pressure by bending the band.
- Ensure muffs are worn the right way round.
- You are legally required to keep ear protection in a clean and serviceable condition and to get replacement for damaged items.
- Protect your hearing – not being able to hear warning shouts could put you at risk.



General Health Hazards – Alcohol & Drugs

There is no place in the working environment for drug or alcohol abuse.

Alcohol is a depressant and suppresses brain function. You need all your concentration when at work. This is particularly crucial on construction sites where you have to work with dangerous machinery and from heights.

It takes one hour for a half-pint of beer or lager to leave your body. A heavy drinking session the night before may leave you over the limit the following morning.

- 50% of all drivers killed were over the legal limit. Some people killed on construction sites were also found to be over the limit.
- 35% of all fatal accidents have alcohol as a factor.

Drugs give relief to millions when prescribed by a General Practitioner but some can have side effects that may affect your judgement or performance. If you are on any prescribed drug, tell your Project Manager/Supervisor.

Section 3 - G

General Health Hazards - Alcohol & Drugs



Anglian Building Products Drug and Alcohol Policy

No person will be allowed to work or report to work whilst under the influence of alcohol or drugs.

Any person found under the influence will be asked to leave the place of work and your actions will be reported to your Project Manager for further disciplinary action.

General Health Hazards – Violent Residents

Residents who exhibit violent tendencies

There may be situations where residents become verbally abusive or even aggressive this could be exasperated by the person being under the influence of alcohol or drugs.

Should this situation arise you should avoid confrontation by always remaining calm and courteous, do not become involved in an argument, maintain a clear route to exit and leave the premises at the earliest opportunity, contact your Project Manager/Supervisor or Resident Liaison Officer and inform them of the situation.

Closing Statement

Health & Safety is everyone's responsibility not just that of management or of the HSE. This guide is intended to provide advice and best practice on how you can work safely and achieve a quality installation. Although the guidance is not exhaustive and in some circumstances site specific arrangements may be made that vary from this it should form the basis of your daily safe working practice.

Failure to comply with this guidance and or any other ABP policies and procedures in the interest of Health and Safety will result in disciplinary action being taken against you.

Remember the person who holds the greatest interest in you working safely is the person reading this statement.

Installers Acceptance Sheet

I acknowledge the receipt of, have read and fully understand the contents within the "Installers Guide to Safe Working", and agree to abide by the rules, policies & procedures laid down. Furthermore, I understand failure to abide by these rules, may result in Anglian Building Products initiating disciplinary procedures.

(Please use block capitals)

Trading Name (if applicable): _____

Contact telephone number: _____

Fax Number: _____

Email address: _____

Print Name: _____

Signed: _____ Date: _____

Important Note

It is your responsibility to ensure that any person under your control or direction has been issued with a copy of this guide prior to them commencing any work on Anglian Building Products sites.

Issued on Behalf of Anglian Building Products:

Print Name: _____

Position: _____

Signed: _____ Date: _____

This booklet has been prepared as a guide to minimum standards required for installers working for Anglian Building Products. Notwithstanding this, all work and behaviours are to conform to the best industry standards and to all Acts of Parliament, Ordinances, Regulations, By-Laws and Statutory Instruments of any Minister of the Crown, Government Department or Local or other Authority, including the Scottish, Welsh and Northern Ireland Assemblies as applicable, and the requirements of all Regulations, Codes of Practice and National Agreements applicable in respect of Health, Safety, Welfare and employment, which may be in force from time to time, together with Anglian Building Products' Health and Safety Policies, rules and regulations if force at the time of the work.

E & O E



Anglian Building Products
Unit 30
59 Hurricane Way
Norwich
NR6 6JB

0870 4280274
www.anglian-building.co.uk
hs@anglian-building.co.uk



HSGV1