



HEALTH AND SAFETY POLICY

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Name of Church

TRURO BAPTIST CHURCH

Address

Chapel Hill
Truro
Cornwall

Postcode: TR1 3BD

Date

January 2019

Review Date

January 2020

This document has been prepared in accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the regulations made under it.

The policy is in three sections:

Section A – General statement of policy

Section B – Organisation and responsibilities

Section C – Arrangements

To all employees, voluntary helpers and contractors:

The success of this policy will depend on your co-operation. It is therefore important that you read this document carefully and understand your role and the overall arrangements for health and safety.

SECTION A - General Statement of Policy

Our policy, so far as is reasonably practicable, is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, casual labour and voluntary helpers, and to provide such information, training and supervision as they need for this purpose.

We will also endeavour to ensure, so far as is reasonably practicable, the health, safety and welfare of all members of the congregation, church members, contractors, visitors and others who may visit the church, grounds and any associated buildings.

The allocation of duties for safety matters and the particular arrangements that we will make to implement the policy are set out below.

The policy will be kept up to date, particularly in the light of any changes to our buildings or activities. To ensure this, the policy and the way in which it has operated will be reviewed regularly and the appropriate changes made.

In order to ensure that health and safety matters are kept constantly under review, an item on health and safety will be on the agenda for all Deacons meetings and sub-committees (where they exist) and employees/voluntary workers will be consulted on a regular basis in order to seek their views on health and safety matters.

Signed:

Managing Trustee (Church Secretary)

Date:

Review date: January 2019

As a minimum this policy will be reviewed annually and on each occasion where there is a significant change to the organisation, responsibilities and arrangements.

SECTION B - Organisation and Responsibilities

Managing Trustees

Overall responsibility for health and safety is that of the TBC Managing Trustees (Minister, Deacons, Church Secretary and Treasurer) who will ensure that arrangements are in place to satisfy health and safety regulations and appropriate Codes of Practice. Specific responsibilities may be delegated to church personnel. As new projects emerge, the names of responsible persons will be notified and the list amended accordingly.

Responsibility of the Diaconate

The Diaconate has the general responsibility to ensure that the health and safety policy is implemented and that the arrangements outlined in this policy are updated as necessary.

Responsibility for Health and Safety

The following person carries the responsibility for the oversight of the implementation of the arrangements outlined in this policy: Hannah Harris, Church Secretary

The Health and Safety responsibilities shall be to:

- be familiar with health and safety regulations as far as they concern the church
- be familiar with the health and safety policy and arrangements and ensure they are observed
- ensure that all hazards are adequately risk assessed and appropriate control measures remain in place to reduce risks to health and safety to as low a level as is reasonably practicable
- ensure risk assessments are regularly reviewed
- ensure so far as is reasonably practicable, that safe systems of work are in place
- carry out investigations of all accidents including near misses and recommend measures to prevent a recurrence
- ensure the church and hall, if applicable, are clean and tidy
- ensure the grounds are properly maintained including the safety of monuments, and trees, and that grass is kept cut
- ensure that safety equipment and clothing is provided and used by all personnel where this is required
- ensure that all plant, equipment and tools are properly maintained and in good condition and that all operators have received the appropriate training
- ensure that adequate access and egress is maintained
- ensure adequate firefighting equipment is available and maintained
- ensure that adequate provision is made for first aid
- ensure that food hygiene regulations and procedures are observed
- arrange safety training courses, as may be necessary or desirable, so that specific legal requirements are adhered to and that any changes in such requirements are complied with and communicated to employees, leaders, helpers, volunteers and those who use the church premises as necessary.

Responsibility of employees, leaders, helpers and voluntary workers

All employees, leaders, helpers and voluntary workers have a responsibility to co-operate in the implementation of this health and safety policy and to take reasonable care of themselves and others whilst on church business or premises.

Employees, leaders, helpers and voluntary workers must therefore:

- comply with safety rules, operating instructions and working procedures
- use protective clothing and equipment when it is required
- report any fault or defect in equipment immediately to the appropriate person
- report all accidents (however minor), injuries, incidents, near misses or other potential; safety hazards as soon as possible
- not misuse anything provided in the interests of health and safety.

Responsible persons

The following are responsible for particular safety features/ areas of the church:

Activity	Name/position
Accident/Incident or Near Miss Reporting and Accident Book	Hannah Harris, Church Secretary
First Aid Materials	Gwyn Beasley
First Aid Training	Hannah Harris, Church Secretary
Fire Extinguishers & Other Fire Protection Equipment, e.g. fire blankets, hoses etc.	David Robertson, H&S Advisor
Fire Alarm Testing/Emergency Lighting	Maintenance team
Emergency Evacuation	During services – Welcome team Group leaders Church office – Church Administrator
Portable Electrical Appliances	Maintenance team
Fixed Electrical System	Maintenance team
Gas Appliances and LPG	Maintenance team
Asbestos Register	Hannah Harris, Church Secretary
Legionella Controls	Maintenance team
Hazardous Substances (COSHH)	Maintenance team/Cleaning team
Plant and Machinery	Maintenance team/Volunteers using own tools

Condition of Floors and Stairs	Maintenance team
Condition of Grounds	Maintenance team
Baptisms	David Robertson, H&S Advisor
Light Bulb Changing	Maintenance team
Working at High Levels	Maintenance team
Food Preparation	Hannah Harris, Church Secretary
Manual handling	David Robertson, H&S Advisor
Display Screen Equipment	Hannah Harris, Church Secretary
Building Defects/Glazing	Maintenance team
Child protection	Helen Holmes, Mark Fenlon – Designated persons Donna Bryant – Safeguarding Trustee
Personal Safety	David Robertson, H&S Advisor
Events	Hannah Harris, Church Secretary
Contractors	Maintenance team
Musical Equipment/PA etc	Music team
Health and Safety training	David Robertson/Hannah Harris

Areas	Name/position
Worship Area	Hannah Harris, Church Secretary

Gathering Area	Hannah Harris, Church Secretary
Kitchen	Hannah Harris, Church Secretary
Toilets	Hannah Harris, Church Secretary
Pre-School Area	Hannah Harris, Church Secretary
Upstairs Rooms & Stores	Hannah Harris, Church Secretary
Churchyard	Hannah Harris, Church Secretary
Office	Hannah Harris, Church Secretary
Prayer Room	Hannah Harris, Church Secretary

SECTION C - Arrangements (Implementation of this Policy)

This section sets out our arrangements to minimise as far as is reasonably practicable risks to the health and safety of employees, leaders, voluntary workers, helpers, members of the congregation, visitors and contractors.

Accidents/Incidents and First Aid

First aid boxes are located in:

TBC kitchen
Office kitchen cupboard
Powerhouse cupboard
Kitchenette behind Sunny Room

Trained/qualified First Aiders are:

Gwyn Beasley (Paediatric undertaken June 2016)
Heather Heron (Paediatric undertaken June 2016)
Robert Pengilley (undertaken October 2018)
Janet Pengilley (undertaken October 2018)

The accident/in book(s) is located in:

TBC kitchen
Church office kitchen
Powerhouse cupboard
Kitchenette behind Sunny Room

All accidents, dangerous occurrences, incidents near misses, acts of violence including verbal assault), and any other incidents which may have an impact on health, safety or wellbeing are entered in the accident book.

If the church or church hall is let to outside organisations, they are told in writing that in the event of an accident, details must be entered in the accident book. Accident books and accident records are regularly reviewed.

RIDDOR Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) there is a statutory requirement to report certain types of accident, dangerous occurrences and disease to the enforcing authorities. Fatal accidents, major injuries and injuries which involve the injured person being absent from work for more than seven days must be reported to the enforcing authorities. So must diseases and certain dangerous occurrences, as defined by the regulations.

There are three requirements for reporting, as follows:

- serious injuries or dangerous occurrences (as defined by the regulations) must be reported immediately. This must be followed by a report in writing within ten days on official form F2508;
- accidents involving the injured person losing more than seven consecutive days work (excluding the day of the accident but including any days which would not have been working days) but which do not fall into the above category, must be reported in writing within fifteen days on form F2508;
- reportable diseases, as defined by the regulations, must be reported in writing to the enforcing authority on form F2508A. This will be required only if the employer receives a written diagnosis of the disease made by a doctor and the person concerned is involved with a work activity as specified in the regulations. Reportable diseases include certain poisonings, infections such as legionellosis and hepatitis, and other conditions such as certain musculo-skeletal disorders.

Accident reporting

Go to www.hse.gov.uk/riddor and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records. All incidents can be reported online but a telephone service remains for reporting fatal and major injuries only. Call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Fire Safety

Our policy is to fulfil our obligations under the Regulatory Reform (Fire Safety) Order 2005. In order to achieve this, we have undertaken the following:

- an assessment of the fire risks in the church and associated buildings and the risks to our neighbours. This assessment is kept under annual review;

- a check that a fire can be detected in a reasonable time and that people can be warned;
- a check that people who may be in the building can get out safely including the provision of adequate emergency lighting and fire exit signage;
- the provision of sufficient firefighting equipment;
- a check that those in the building know what to do if there is a fire;
- a regular check that our firefighting equipment is in place and is serviceable, and that there is an annual maintenance contract in place with a reputable company.

Fire Extinguishers

Fire extinguishers are kept in the following locations:

Number	Location	Type
1	HOUSE OF PRAYER – HALLWAY	6L FOAM
2	HOUSE OF PRAYER – HALLWAY	2KG CARBON DIOXIDE
3	HOUSE OF PRAYER ROOM	3L FOAM
4	HOUSE OF PRAYER ROOM	FIRE BLANKET
5	CHURCH OFFICE	2L FOAM
6	CHURCH OFFICE	FIRE BLANKET
7	BACK ROOMS - HALLWAY	9L WATER
8	BACK ROOMS – HALLWAY	6L WATER
9	OLD PRE-SCHOOL OFFICE	2KG CARBON DIOXIDE
10	POWERHOUSE (UPSTAIRS ROOM)	3L WATER
11	YOUTH ROOM	2KG CARBON DIOXIDE
12	YOUTH ROOM	6L WATER
13	CHURCH – SOUND DESK	2KG CARBON DIOXIDE
14	CHURCH – REAR ENTRANCE DOOR	3L FOAM
15	CHURCH – NEXT TO KITCHEN	9L WATER
16	CHURCH – NEXT TO KITCHEN	2KG CARBON DIOXIDE
17	CHURCH – NEXT TO KITCHEN	2L FOAM
18	CHURCH – NEXT TO KITCHEN	FIRE BLANKET
19	SUNNY ROOM	9L WATER

All extinguishers and other fire protection equipment are checked by the responsible person every month to ensure that they are still in place and have not been discharged. This is recorded in the Church's Fire Safety Log.

All extinguishers are checked annually by: Newquay Fire Extinguishers

Fire Alarm System

The Fire alarm system is checked monthly according to the manufacturer's instructions and entered in the Church's Fire Safety Log. Defects are reported to the manufacturer for immediate attention.

Evacuation Procedure

For large services and concerts (recommended maximum capacity is 200) our procedures for stewarding/ evacuation are as follows:

1. All designated fire doors will be unlocked before the service/event commences and be clearly marked as fire exits using the 'Running Man' symbol
2. A check will be made that all doors can be opened
3. A trained steward will be allotted to each door and have responsibility for persons in a specific part of the church
4. Stewards will be made aware of the location of the fire extinguishers
5. If emergency lighting is not available, torches will be available for each steward
6. In the event of an emergency (fire/bomb threat, etc.), an announcement to leave the building will be made by the (Service leader)
7. Persons will assemble in the Age UK car park to the rear of the building
8. The emergency services will be contacted immediately by a nominated person using the telephone located in the Church office
9. If there is no telephone available in the immediate vicinity, the nearest mobile phone will be used.

Evacuation Drills

All employees and voluntary workers should ensure they are familiar with escape routes and ensure these are kept clear and unobstructed.

If you discover a fire (no matter how small)

1. Immediately raise the alarm
2. Telephone the emergency services
3. Check the building for occupants
4. Attack the fire if possible and within your capability, using the appliances provided, but without taking personal risk
5. If not possible to attack the fire or if you are unsure which fire extinguisher to use, assist in the evacuation of the building, ensuring that all doors are closed behind you. The general rule is people before property
6. Evacuate to the designated assembly point
7. Ensure clear access for the emergency vehicles

Electrical safety

A list of all our portable electrical appliances is maintained by the responsible person. Loose connections, worn flexes or trailing leads on cables and sockets must be reported to the responsible person. Any repairs needed will be reported to the maintenance team for action and action taken recorded.

Every year all our portable electrical equipment will be tested by a competent person with an appropriate level of electrical knowledge and experience who has the correct equipment to complete the tests, knows how to use it and can correctly interpret the results. Any unsafe equipment will be safely disposed of.

Any defects to the fixed electrical installation should be reported to maintenance team for action.

Every five years, our fixed electrical system will be inspected and tested by a competent contractor who is a 'Full Scope' member of the NICEIC, ECA or NAPIT. Any necessary remedial work will be carried out.

It is our policy not to buy any second-hand electrical goods unless they have been inspected and tested by a suitably qualified person and a register of such equipment is maintained.

Misuse and abuse of electricity is a significant cause of fires and injury. Faulty electrical equipment can kill. All employees and voluntary workers must observe the following:

- a) visually check all electrical equipment before use
- b) report all faults immediately to the responsible person
- c) do not attempt to use or repair faulty equipment
- d) any personal electrical equipment brought onto the premises and used should be in safe condition and is used at the owners own risk. RCDs should be used where appropriate.
- e) electrical equipment should be switched off and disconnected when not in use for long periods
- f) flexible cables should be positioned and protected so that they do not constitute a tripping hazard and are not subject to mechanical damage

Gas Equipment Safety

Our gas boilers and any other gas equipment is maintained and checked annually by a competent contractor who is registered with the Gas Safe Register. Any necessary work required for safety is implemented immediately

Hazardous substances

The responsible person will maintain a list of all hazardous substances used in the church/hall. Where possible, we have eliminated the use of hazardous substances. Where this is not possible, our safety arrangements are as follows:

For all hazardous substances, which include substances marked as 'harmful, irritant, corrosive, toxic, very toxic, flammable, highly flammable, extremely flammable, explosive, oxidising or dangerous for the environment', data sheets or product information provided by the manufacturers are kept and referred to determine the correct method of use, protective clothing needed, method of storage, and action to take in the event of an accident. For example:

Name of substance: Liquid floor cleaner 'Flash'

Hazard level: Low

Storage: Must be kept in locked store room off vestry

Protective clothing: Wear overalls and gloves

Accidents: If splashed in eyes wash immediately with copious amounts of water.

A full list of all hazardous substances will be maintained, noting in each case, the name of substance, hazard type, method of storage, protective clothing required and procedure in the event of an accident. This record will be available upon request.

Other hazardous substances such as asbestos require specialist treatment and must only be touched or removed by specialist contractors (see Asbestos section).

Do not mix chemicals and do not store chemicals in unmarked containers.

Safety of plant and machinery

The responsible person will maintain a list of all items of plant and machinery. The procedures for checking and rules for use are as follows:

- 1) Employees and voluntary workers must not operate plant or machinery that they are not trained and authorised to use
- 2) Employees and voluntary workers must not ride on any parts of machinery not intended for that use.
- 3) Machinery must be switched off before any adjustments are made.
- 4) After carrying out maintenance and adjustments, all guards must be replaced before the machinery is used.
- 5) Before using any item of plant or machinery, a check must be made to ensure it is in a safe working condition, correctly adjusted, and there are no loose nuts, bolts or other defects
- 6) The appropriate personal protective equipment detailed below must be worn when operating any item of plant or machinery
- 7) Persons under the age of 18 may use hand tools only and are not permitted to operate any power driven item of plant or machinery
- 8) Ladders may only be used when other equipment such as tower scaffolds or mobile elevated work platforms cannot be used and for work of short duration provided they can be safely secured. This may necessitate the use of ladder ties
- 9) Any defect and damage found to any item of plant or machinery must be reported to the responsible person
- 10) All plant and machinery will be regularly maintained and a schedule kept of maintenance requirements, for example, our oil fired boiler is checked and maintained annually by an OFTEC registered engineer. (List all your items of plant and machinery and the rules and procedures for their use, including the appropriate personal protective equipment needed. In most cases when using machinery, boots, gloves, eye protection and overalls should be worn.) Other items of plant and machinery could include the following: ladders, lawnmowers, strimmers, chainsaws.
- 11) Persons must not work on their own unless they have a means of communication and have notified a colleague of the details of the work being undertaken and agreed a procedure to ensure their safety is checked on

The following items of plant and equipment are tested by a competent person in accordance with an inspection programme. Detail here those items of plant and equipment that require inspection by a competent person such as an engineering insurance company inspector or engineer, e.g. lifts, hoists and other lifting equipment.

- Stair lift to House of Prayer

Slips, Trips and Falls

In order to reduce as far as is reasonably practicable the risk of slips, trips and falls, hazards needing addressing on any floors or stairs in the church and of all paths and steps in the churchyard should be reported to the responsible person. Particular note will be made of moss, algae and leaves on paths, absent or damaged guardrails etc. Any defects will be reported to maintenance team who will arrange for repairs or remedial measures to be carried out.

Lighting

In order to ensure that the church is adequately lit, any lighting problems should be reported to the responsible person to ensure that all lights in the church, hall and grounds are working. Any bulbs that require replacing will be reported to maintenance team who will ensure that the bulbs are replaced following appropriate safety procedures.

Working at Height

The following areas are designated as high levels:

Loft above lounge, high ceilings above lounge and worship areas, external walls and rooves, any other area that must be accessed by a ladder.

Only the following persons may work at high level:

approved contractors and competent volunteers

The following procedures must be followed: HSE guidance on use of Ladders and Stepladders and Risk Assessment for working at height.

Only the following work is authorised without special agreement:

replacing light bulbs in the church, clearing leaves and debris from the gutters, putting up fairy lights and decorations at height, accessing loft, painting

The appropriate training will be given

Preparation of food

There are no commercial catering operations at the church, all food prepared being of an ad hoc basis and carried out by various members of the church. However, we will ensure that where food is handled and prepared, (with the exception the provision of tea/coffees and biscuits):

- a food safety management system will be in place for those operations, i.e. Safer food Better Food (SFBB)
- that we will follow the appropriate regulations governing the preparation and storage of foodstuffs and
- all food handlers will have received adequate supervision, instruction and training. In this regard only the following persons who have received the appropriate training may supervise the preparation and serving of foodstuffs:

- Hannah Harris (certificate expires 05/05/2020)
- Gwyn Beasley (certificate expires 25/02/2020)
- Melinda Trevivian (certificate expires 27/04/2020)
- Sharon Patterson (certificate expires 23/05/2020)
- Lin Euden (certificate expires 17/07/2020)
- Zian Mackay (certificate expires 29/10/2021)
- Anne Mackay (certificate expires 24/03/2021)

We ensure that all hirers who wish to provide foodstuffs are advised of the facilities and procedures.

Manual handling – lifting, carrying and moving loads

Our policy is to eliminate the need for manual handling as far as is reasonably practicable. Where it is not possible to avoid the need to move loads, we will carry out risk assessments and make use of lifting aids, including trolleys, lifts and hoists as far as possible. The necessary training will be given to all those employees and voluntary workers who are required to undertake manual handling. Only those persons who have received the appropriate training will be authorised to undertake specific manual handling tasks as follows:

Moving tables & chairs – competent volunteers

Lifting and moving furniture (2 persons) – competent volunteers

Lifting and moving stands and covers for the baptism pool (2 persons) two competent volunteers

Display screen equipment

Our policy is to assess the risks to all habitual users of computer workstations and to reduce those risks to the lowest level possible. The following factors will be considered when carrying out risk assessments:

- stability and legibility of the screen;
- contrast and brightness of the screen;
- tilt and swivel of the screen;
- suitability of keyboards, desks and chairs;
- the work station environment;
- the user-friendliness of the software.

Daily work routines will involve periods away from the screen. Where necessary, risk assessments will be carried out by the responsible person.

Hazardous buildings/glazing

Our policy is to ensure that our buildings are safe and without risks to the health, safety and welfare of all who work in and use them. In order to achieve this any defects should be immediately reported to the responsible person or maintenance team and the procedures put in hand for repairs.

Where necessary, temporary measures are taken to ensure that there is no risk of accident or injury until permanent repairs can be carried out.

Asbestos

A check has been made of any asbestos in the building by a competent person noting its location, type and condition. This has been recorded in the **Asbestos Register**.

Information from this register regarding any asbestos remaining in the building is given to all contractors who may be working in the building and to anyone else who may be affected. Where necessary, asbestos will always be removed by a licensed contractor.

Annual checks will be made of all asbestos identified in the Asbestos Register and recorded in the Asbestos Log.

Glazing

Any glass in windows below waist height and in doors and beside doors below shoulder height must be in good condition and protected against breakage. Any defects should be reported immediately to the responsible person.

Child and Vulnerable Adult Safeguarding

Our policy on child and vulnerable adult safeguarding is a separate document and is based on the current Baptist Union of Great Britain's document 'Safe to Grow'.

Personal safety

Risk assessments are in place to assess the risks to persons working alone in the church, travelling to and from church, accepting persons into their homes and handling cash and other valuables. A guidance note concerning personal safety is available from Baptist Insurance.

Risk Assessment

Risk assessments have been carried out for all church activities that present a risk of injury or ill health to employees, volunteers or members of the public including worshippers. These have been done and are reviewed annually by a competent person in order to meet our obligations under The Management of Health and Safety at Work Regulations 1999.

The following church activities have risk assessments. These risk assessment contain the specific control measures necessary to eliminate the hazards being assessed:

- Toddler groups
- Light party fireworks
- Holiday club
- Trelander cafe
- Youth outings
- Exercise class
- Youth residential trips
- Children's outings
- Use of baptismal pool
- Working at height

Contractors

Anyone entering church premises for the purposes of carrying out work, other than an employee or voluntary worker of the church, will be regarded as a contractor. All contractors, including the self-employed, must abide by the following:

- have their own health and safety policy (where required by law) and be able to provide a copy of the same

- produce evidence that they have appropriate Public and Employers' Liability insurance in place. A record of this evidence will be maintained
- comply with all the requirements of this health and safety policy and co-operate with the church officials in providing a safe place of work and a safe system of operation
- where plant and machinery is brought onto the church premises by contractors, they must be able to show where necessary that the equipment has been inspected and tested to ensure its safe operation
- contractors may only use sub-contractors or persons other than their own direct employees with the express permission of the church officials. However, responsibility will remain with the contractors
- all contractors will be given detailed instructions regarding the areas where they are permitted to work and the extent of the work they are authorised to undertake. This 'permit to work' will also specify any safety precautions they must undertake.

Particular care will be taken for 'hot works'. A hot work permit will be required (NB: a template is available from Baptist Insurance).

CDM Regulations

The Construction (Design & Management) Regulations apply to all construction work in Great Britain. We are aware of our responsibilities under these regulations. As a 'client' for whom construction work may be being carried out, we have a number of specific duties under the CDM Regulations, which the guidance on the legal requirements summarises as:

Making suitable arrangements for managing a project. This includes making sure:

- other duty holders are appointed;
- sufficient time and resources are allocated;
- relevant information is prepared and provided to other duty holders;
- the principal designer and principal contractor carry out their duties;
- welfare facilities are provided.

A project is notifiable to the HSE if the construction phase will be longer than 30 days or 500 person days of construction work, and have more than 20 workers on site simultaneously at any point in the project.

We will appoint principal designers and principal contractors as soon as practicable and before the start of the construction phase, so they have enough time to carry out their duties to plan and manage the pre-construction and construction phases respectively.

Information and enforcement

Environmental Health Service Information:

Business Regulatory Support
Neighbourhoods & Public Protection
Cornwall Council
Tel 0300 1234 212 option 2
Email: Businessadvice@Cornwall.gov.uk

Employment Medical Advisory Service Information:

Health & Safety Executive

1st Floor
Cobourg House
32 Mayflower Street
Plymouth
PL1 1QX

<http://www.hse.gov.uk/contact/contact.htm>

Health and Safety Executive Information Line: 0300 003 1647

Health and Safety Law poster

A copy of the HSE poster 'Health and Safety Law - what you should know' is displayed in the church office.

If you have any employees then you need to display the HSE poster 'Health and Safety Law - what you should know'. This is available from HSE Books or HMSO bookshops. ISBN 9780717663149 (standard version).