HEALTH AND SAFETY MANAGEMENT SYSTEM

THINKING SCHOOLS ACADEMY TRUST

Prepared by the
Mentor
HEALTH AND SAFETY SERVICE

This document was adopted on	December 2016
The document was reviewed on	January 2019
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Next Review Date	March 2024

CONTENTS

INTRODUCTION

This Management System is based on nationally agreed principles, defined and developed to provide the necessary strength, flexibility and appropriate foundation for the development of a sustainable health and safety culture throughout the Trust.

The practical recommendations of the procedures and guidance within this online document are intended for use by all those who have a responsibility for managing our health and safety activities.

We are accountable for and have a duty to organise, arrange and ensure that health and safety obligations are satisfied. The implementation of a Health and Safety Management System is a useful way of fulfilling this duty. This document is designed to be a practical tool to assist us in achieving continual improvement of our health and safety performance.

Introducing a Health and Safety Management System will provide a systematic approach to reducing hazards and risks within our organisation.

With the exception of the main health and safety policy statement, the system is primarily intended to be viewed online through our client area of the NatWest Mentor Website **"Mentor*Live*"**.

All pages (with the above exception) will bear a warning to this effect and that if downloaded will only be valid on the day of downloading. NatWest Mentor will ensure that the system is maintained and kept up to date both in respect of legislative changes and requirements and the needs of the Trust.

Issue 2

05112012

HEALTH AND SAFETY POLICY STATEMENT

Thinking Schools Academy Trust aims to ensure, so far as is reasonably practicable, the health, safety and welfare of our pupils, employees while they are at work and of others, who may be affected by our undertakings. This general policy statement provides a commitment and intent to comply with the Health and Safety at Work etc. Act 1974.

To ensure the principles of health and safety are clearly understood throughout the Trust, we will be committed to:

- complying with relevant health and safety laws and regulations, voluntary programmes, collective agreements on health and safety and other requirements to which the Trust subscribes;

- setting and monitoring of health and safety objectives for the Trust;

- effective communication of and consultation on health and safety matters throughout the Trust;

- assessing the risks to the safety and health of our pupils, employees and others who may be affected by our activities and implementing controls to minimise those risks;

- preventing work-related injuries, ill health, disease and incidents;

- providing and maintaining safe plant and equipment and implementing safe systems of work;

- the safe use, handling, storage and transport of articles and substances;

- providing and maintaining a safe working environment with safe access, egress and welfare facilities;

- providing the necessary training to our employees and others, including temporary employees to ensure their competence with respect to health and safety;

- providing suitable and sufficient information, instruction and supervision for pupils and employees;

- continually improving the performance of our health and safety management;

- devoting the necessary resources in the form of finance, equipment, personnel and time to ensure the health and safety of our employees and seeking expert help where the necessary skills are not available within the Trust;

- an annual review and when necessary the revision of this health and safety policy;

- making this policy available to relevant interested external parties, as appropriate.

Signature:

Date: 22/03/2022

Name: James Fenlon

Position: Head of Estates and Health & Safety

ORGANISATION AND RESPONSIBILITIES

General Responsibilities

The following individual post(s) have been allocated overall health and safety responsibilities within the terms of our policy:

- James Fenlon, Head of Estates and Health & Safety

Day to day responsibility for ensuring the policy is put into practice and consultation with employees is delegated to:

- Richard Kelly, Deputy Head of Estates and Health & Safety

- Shane O'Neill, Damian Diomede, Sam Joyce and Darren Fox, Regional Facilities Managers.

- Jon Painter, H&S Officer

Responsible Persons

It is important that health and safety standards are maintained and improved. Where necessary specific roles within the Trust have been allocated additional responsibility for health and safety. Where this responsibility is specific to a subject area, the details of the responsible person are communicated to employees in writing or verbally as required.

Management Structure

The Governing Body

Governors are responsible for strategic health and safety planning and for periodic review of health and safety performance.

The Management Team

The Management Team is responsible to the Governing Body for securing the full implementation of the Trust's Health and Safety Policy.

Members of the Trust's Management Team

The Management Team of the Trust are responsible for ensuring that the requirements of this policy and all other legislative requirements are managed under the normal method of delegated powers and by establishing a system of appraisal of management performance against agreed health and safety performance indicators.

The Management Team**, Governing Body and Senior Management Team**, will implement the Trust's Health and Safety Policy by:

- Ensuring adequate resources, both personnel and financial, are allocated to secure implementation of the policy

- Planning, organising and implementing arrangements to eliminate or control significant risks and to comply with relevant statutory provisions;

- Determining and documenting procedures, operational instructions, guidelines and codes of practice to implement the Trust's Health and Safety Policy;

- Ensuring that their responsible managers and employees are capable, through recruitment, training or otherwise, to carry out their duties for health, safety and welfare;

- Setting health and safety performance standards to ensure effective management within their areas of control;

- Ensuring that all hazards are identified, significant findings of assessments are recorded, groups exposed to risks are identified and the actions taken to protect the health and safety of these groups are recorded;

- Ensuring that all employees are familiar with, and comply with, the requirements of the Trust's Health and Safety Policy and that all new employees are inducted into the requirements of the Health and Safety Policy and the Trust and departmental guidelines and instructions;

- Ensuring that contractors and sub-contractors have effective arrangements for health, safety and welfare;

- Establishing systems for monitoring all arrangements to ensure that they are working effectively;

- Reviewing information from monitoring systems to ensure continued and effective compliance with performance standards; and

- Reporting annually to the Governing Body on health and safety issues within the Trust.

Heads of Departments

Heads of Department are responsible for ensuring that the requirements of this policy and legal requirements specific to their sphere of activity are implemented and monitored.

They will ensure that:

- Any health and safety matters that they cannot deal with directly are brought to the attention of the Management Team and Senior Management Team.

- Significant hazards within their department are identified and suitable risk assessments undertaken, which will include general workplace risks, substance risks, equipment risks etc.

- Safety measures and controls identified by risk assessments are implemented.

- Employees and pupils are provided with suitable and sufficient information, instruction and training to enable compliance with this policy and legal standards.

- Will implement a system to manage health and safety within their department, which may include a schedule of inspection; service and maintenance arrangements for equipment and services; accident investigation arrangements.

- Equipment and substances are suitable for the purpose they are used.

Facilities Teams

Regional Facilities Managers are responsible for ensuring that the requirements of this policy and legal requirements specific to the duties of their teams for the maintenance of all buildings, grounds, utilities and any other spheres of activity are implemented and monitored.

They will ensure that:

- Any health and safety matters that they cannot deal with directly are brought to the attention of the Management Team and Senior Management Team.

- Significant hazards arising out of their maintenance activities are identified and suitable risk assessments undertaken, which will include general workplace risks, substance risks, equipment risks etc.

- Safety measures and controls identified by risk assessments are implemented.

- Employees, visitors, contractors and pupils are provided with suitable and sufficient information, instruction and training to enable compliance with this policy and legal standards.

- Will implement a system to manage health and safety within their teams, which may include a schedule of inspection; service and maintenance arrangements for equipment and services; accident investigation arrangements.

- Equipment and substances are suitable for the purpose they are used.

Health and Safety Adviser:

In line with current legislation we have appointed, Damian Diomede, Shane O'Neill, Darren Fox and Jon Painter to act as our in-house health and safety advisor under Regulation 7 of the Management of Health and Safety at Work Regulations.

Health and Safety Assistance:

To assist us in our undertaking we have appointed NatWest Mentor as Health and Safety Consultants to provide competent advice and guidance.

Employees Shall:

- Take reasonable care of their own health and safety and that of others who may be affected by their actions;

- Co-operate with management to meet the employer's legal duties and work in accordance with the Trust's procedures;

- Not intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare and refrain from actions (or inactivity) which might endanger themselves, or others;

- Demonstrate their commitment to health and safety by their behaviour and co-operate in the investigation of accidents and incidents;

- Use all equipment safely, including that provided for their personal protection and report to management any defects in equipment or other dangers at once, or as soon as it is safe to do so;

- Comply with all safety instructions or procedures and not undertake any tasks that they are not trained and authorised for.

Pupils Shall:

- Comply with the Trust's rules and procedures.

- Take reasonable care of themselves and others.

- Co-operate with their teachers and other staff.

- Use equipment and substances in the manner in which they are instructed.

- Not misuse anything provided for the purposes of health and safety.

- Report anything they believe to be hazardous or dangerous to their Teacher/ Form Tutor/ Management Team.

Issue 4

25112019

MANAGEMENT AND LEGAL

Accidents, Incidents and Near Misses

Policy

Introduction

Accidents are an unfortunate occurrence of day to day life. Most are avoidable and if proper care and attention are given, prior to carrying out a task, the risks can be significantly reduced.

In 2010/11, according to the Health and Safety Executive (HSE), there were 171 fatalities, 144000 major or over 3-day injuries and an estimated 1.2 million people who worked reported suffering from a work-related illness, of which 495 000 were new cases which started in the year. 75% of the new work-related conditions in 2010/11 were either musculoskeletal disorders or stress, depression and anxiety. Other work-related illnesses included skin and respiratory diseases, hearing loss and vibration-related disorders.

The reporting of accidents is covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). These regulations place a requirement on employers to report certain incidents and accidents to the HSE. These include:

- deaths and specified injuries

- over 7-day injuries

- some work-related diseases

- dangerous occurrences (near misses)

- gas incidents.

Details of any incidents that result in an over three-day absence from normal work duties must still be formally recorded in your accident book or on the **Mentor*Live*** Online Management Tools - Incident and Accident Recording Toolkit.

Accidents can and will happen but with proper safety management techniques in place employers can considerably reduce their likely occurrence.

Policy - Statement of Intent

The aim of this policy is to establish a clear incident reporting and investigation procedure and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Employer Responsibilities

To ensure that any accidents, incidents and near misses are recorded, correctly investigated and, where appropriate, reported to the relevant authorities, we will:

- ensure that a clear accident, incident and near miss reporting protocol is communicated throughout the company;

- appoint a responsible person who will report Reportable accidents/incidents/near misses to the relevant authorities;

- ensure all accidents and incidents are recorded in the accident book;

- investigate all accidents and incidents fully and establish their root cause, to enable us to develop more robust procedures to reduce recurrence;

- review accident and incident statistics periodically, to identify trends; and

- review this policy at least annually, but more frequently if necessary.

Procedure

To fulfil our responsibilities as outlined above, we will:

- establish and communicate a clear accident, incident and near miss reporting protocol where any such occurrence is reported to the responsible person;

- provide easily accessible accident books for the reporting of accidents and incidents;

- appoint a responsible person to report appropriate accidents, incidents and near misses and to provide training, where practicable;

- ensure all employees are aware of emergency procedures in the event of a major accident or incident;

- establish whether an accident or incident is reportable and contact the relevant authorities as soon as possible, through the Online Management Tools - Incident and Accident Recording toolkit;

- co-operate with the relevant authorities on any external investigations;

- investigate incidents fully, taking witness statements where possible, to establish their root cause and to develop new procedures to reduce recurrence;

- ensure disciplinary action is taken if breaches of policy or misconduct are established by the investigation;

- ensure all elements of an accident, incident or near miss investigation are recorded and filed for future reference;

- protect the health, safety and welfare of our employees by providing appropriate support facilities (such as counselling) for those affected by the accident; and

- periodically review accident, incident and near miss statistics to identify trends and set realistic timescales for improvement actions.

Additional Information

Accidents, Incident and Near Misses Occurrence Reporting Protocol Example

Online Management Tools - Incident and Accident Recording Toolkit

Accident, Incident and Near Miss Report Form

Accident, Incident and Near Miss Report Example

Accidents, Incidents and Near Misses Investigation Form

Accidents, Incidents and Near Misses Investigation Form Example

Accidents, Incidents and Near Misses Reporting Tool Box Talk

Witness Statement Form

Witness Statement Form Example

Accidents, Incident and Near Misses Guidance Note

How to Carry Out a Root Cause Analysis

Issue 5

28102013

Guidance Note

This Guidance Note should be read in conjunction with Accidents, Incidents and Near Misses Policy.

Introduction

Accidents are an unfortunate occurrence of day to day life. Most are avoidable and if proper care and attention are given, prior to carrying out a task, the risks can be significantly reduced.

In 2010/11, according to the Health and Safety Executive (HSE), there were 171 fatalities, 144000 major or over 3-day injuries and an estimated 1.2 million people who worked reported suffering from a work-related illness, of which 495 000 were new cases which started in the year. 75% of the new work-related conditions in 2010/11 were either musculoskeletal disorders or stress, depression and anxiety. Other work-related illnesses included skin and respiratory diseases, hearing loss and vibration-related disorders.

The reporting of accidents is covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). These regulations place a requirement on employers to report certain incidents and accidents to the HSE. These include:

- deaths and specified injuries

- over 7-day injuries

- some work-related diseases

- dangerous occurrences (near misses)

- gas incidents.

Details of any incidents that result in an over three-day absence from normal work duties must still be formally recorded in your accident book or on the **Mentor*Live*** Online Management Tools - Incident and Accident Recording Toolkit.

Accidents can and will happen but with proper safety management techniques in place employers can considerably reduce their likely occurrence.

Procedural Steps

The text in **bold italics** is the steps taken directly from Accidents, Incidents and Near Misses Policy and Procedures and the information below should be used as an aide memoire for compliance with the procedure.

Establish and communicate a clear accident, incident or near miss reporting protocol where any such occurrence, no matter how big or small, is reported to a responsible person.

- Create a protocol for reporting all accident, incident and near miss occurrences.

- Communicate the protocol to all employees and ensure that they understand their responsibilities.

Please see the [Accidents, Incident and Near Misses Occurrence Reporting Protocol Example](#) which is also available from the "Additional Information" section of your Accidents, Incidents and Near Misses Policy.

Provide accident books for the reporting of accidents and incidents and ensure they are strategically located and easily accessible.

- To record all accidents and incidents, either use the Online Management Tools - Incident and Accident Recording Toolkit, accessible through the "Additional Information" section of the Accidents, Incidents and Near Misses Policy or a paper-based system.

- If a paper-based system is used then all employees must be made aware of where the accident book or report forms are held. All new accident books should have perforated pages to allow the full record to be removed from the book and securely stored so that personal details are kept confidential. The remaining stub should have a cross reference number to show where the records are kept. If separate report forms are used, these must also be stored securely.

Please see the [Accident, Incident and Near Miss Report Form](#), an [Accident, Incident and Near Miss Report Example](#) and the **Mentor*Live*** [Online Management Tools - Incident and Accident Recording Toolkit](#) all of which are available from the "Additional Information" section of your Accidents, Incidents and Near Misses Policy.

Identify a responsible person for the reporting of Reportable accidents, incidents and near misses and provide training where practicable.

- The person responsible for notifying the enforcing authorities of reportable accidents must be aware of the requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 or have access to competent advice such as NatWest Mentor.

- Training will be necessary to ensure that the responsible person is aware of the specific types of accidents, absences and the timescales in which a report must be submitted. They will also need training in the way in which the organisation determines that accidents are reported, for example, by phone, online or by post.

Ensure all employees are aware of emergency procedures in the event of a major accident or incident.

- Carry out a fire drill on a regular basis, for example, every six months.

- Review the effectiveness of the drill, make any necessary changes or provide further training.

Establish whether an accident or incident is reportable and contact the relevant authorities as soon as possible, through the Online Management Tools - Incident and Accident Recording Toolkit.

- Review the accident details, the nature of any injury and, if necessary, report the accident through the **Mentor*Live*** [Online Management Tools - Incident and Accident Recording Toolkit](#) or through the HSE's website www.hse.gov.uk/riddor/report.htm or by phone for fatalities or specified injuries/major injuries only, on 0845 3009923.

- For specified injuries the HSE must be notified without delay, most easily by phone and in the case of over 7-day injuries, within 15 days of the date of the accident.

- Details of any incidents that result in an over three-day absence from normal work duties must still be formally recorded in your accident book or on the **Mentor*Live*** [Online Management Tools - Incident and Accident Recording Toolkit](#).

- Cases of disease should be reported as soon as a doctor notifies you that an employee is suffering from a reportable work-related disease.

Co-operate with the relevant authorities on any external investigations carried out.

- Following a reportable accident, comply with all reasonable requests for information from an enforcing authority visiting the company

- To prevent the disturbance of any evidence, the area where the accident occurred may be secured and made safe.

Investigate incidents fully, taking witness statements where possible, to establish the root cause and what we will do to prevent recurrence.

- It is best practice to investigate all accidents whether or not they are reportable

- The purpose of an investigation is to try to establish all the contributing factors that led up to the accident or incident and what measures can be taken to prevent a recurrence

- During the investigation, a witness statement should be obtained, where possible, from any individual who actually saw the incident occur or who may have information relevant to the investigation.

Please see the Accidents, Incidents and Near Misses Investigation Form and Witness Statement Form which are also available through the "Additional Information" section of your Accidents, Incidents and Near Misses Policy. The worked examples are the Accidents, Incidents and Near Misses Investigation Form Example and the Witness Statement Form Example. Also please refer to the How to Carry Out a Root Cause Analysis guide to help with the investigation.

Ensure disciplinary action is taken where any breaches of policy or misconduct are established from the investigation.

- If it is established during the investigation that a contributing factor was an employee not following a safe system of work (SSOW) or breaching some in-house rules or your code of conduct, then the Trust's disciplinary procedure may be invoked.

Ensure all elements of an accident, incident or near miss investigation are recorded and filed for future reference, where practicable.

- Keep any records that are produced as part of the investigation process or from the initial report, photographs and records of remedial actions, changes to SSOW, Risk Assessments etc. It is recommended that these are kept for a minimum of four years in a secure location

- Where the accident or incident involved a young person under the age of 18 then records must be kept for a minimum of three years following the date of their 18th birthday.

Ensure the health, safety and welfare of our employees by providing appropriate support facilities (such as counselling) for employees affected by the accident.

- If the circumstances of an incident cause concern for the welfare of employees, the company should make available suitable support facilities, for example, counselling.

Periodically review accident, incident and near miss statistics to identify trends and set realistic timescales for improvement actions.

- Review all accident, incident and near miss records regularly. This can identify any trends or problem areas which the company might have. These could be, for example, tasks, machines or processes that have high incidence rates or where particular individuals are repeatedly involved.

- The review should also be looking at the progress of remedial actions to ensure they are completed.

- The analysis can also be used to establish performance targets for the following period or year etc.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Institution of Occupational Safety and Health (IOSH)

Royal Society for the Prevention of Accidents (RoSPA)

Issue 7

04032014

Communication and Consultation

Policy

Introduction

Communication and consultation is a two-way process. It does not just mean telling workers about health and safety, it means discussing health and safety with them, allowing them to raise concerns and influence decisions.

There is a legal requirement for all employers to consult with their employees on health and safety matters. The Health and Safety (Consultation with Employees) Regulations and the Safety Representatives and Safety Committees Regulations both outline processes for enabling consultation to take place. Consultation usually takes place between the employer and trade union representatives, and it must still take place even if staff are not represented by a trade union.

Effective communication and consultation can motivate employees and make them more aware of health and safety issues. As a result, organisations can become more effective and, at the same time, the number of accidents and work-related illness may be reduced.

Policy - Statement of Intent

The aim of this communication and consultation policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Safety Representatives and Safety Committees Regulations 1977

- Health and Safety Information for Employees Regulations 1989 (as amended)

- Health and Safety (Consultation with Employees) Regulations 1996

- The Equality Act 2010.

Employer Responsibilities

To comply with the legislation and ensure that this policy is clearly understood throughout the company and that all activities are undertaken safely, in accordance with the risk assessment process, we will:

- communicate and consult with our employees or their safety representatives to ensure that they fully understand the company's health and safety policies and procedures, as well as the information they require to carry out their duties safely;

- ensure appropriate means of communication are used;

- ensure that Elected Safety Representatives and Appointed Safety Representatives receive any necessary training to carry out their roles effectively;

- meet the costs of any necessary training, including travel and subsistence costs;

- ensure that representatives are given reasonable time off, with pay, to carry out their functions;

- set up a Safety Committee if at least two Appointed Safety Representatives request this, in writing. A Safety Committee shall be set up within three months of any written request;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review and, where appropriate, revise this policy at least annually but more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- effectively communicate and consult with our employees or their safety representatives on all health and safety matters affecting them - including, where necessary, making suitable and sufficient arrangements to ensure that employees who do not have English as their first language are not disadvantaged;

- make accessible an employee handbook and obtain a signed Employee Handbook Declaration from each employee;

- develop general health and safety promotional programmes;

- hold specific health and safety meetings or ensure that health and safety is a main topic on meeting agendas. All such meetings shall be recorded;

- ensure that external communication with interested parties is carried out, where appropriate, and in a timely fashion;

- ensure that all relevant written or verbal communications are recorded and retained for future reference;

- provide facilities and assistance for employee representatives (or Safety Representatives, if appointed) to enable them to reasonably carry out their roles;

- establish a Health and Safety Committee if at least two Appointed Safety Representatives request this, in writing. A committee shall be set up within three months of any written request; and

- ensure the membership of the Health and Safety Committee (if established) consists of management and employee representatives and is chaired by a person with authority.

Additional Information

Employee Handbook Declaration Form

Communication and Consultation Guidance Note

Meeting Record Form

Meeting Record Form Example

Health and Safety Committee Terms of Reference Template

Health and Safety Committee Terms of Reference Example

Online Management Tools - To Do List

Issue 2

17052013

Guidance Note

This Guidance Note should be read in conjunction with the Communication and Consultation Policy.

Introduction

Communication and consultation is a two-way process. It does not just mean telling workers about health and safety, it means discussing health and safety with them, allowing them to raise concerns and influence decisions.

There is a legal requirement for all employers to consult with their employees on health and safety matters. The Health and Safety (Consultation with Employees) Regulations and the Safety Representatives and Safety Committees Regulations both outline processes for enabling consultation to take place. Consultation usually takes place between the employer and trade union representatives, and it must still take place even if staff are not represented by a trade union.

Effective communication and consultation can motivate employees and make them more aware of health and safety issues. As a result, organisations can become more effective and, at the same time, the number of accidents and work-related illness may be reduced.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Communication and Consultation Policy and the information below should be used as an aide memoire for compliance with the procedure.

Effectively communicate and consult with our employees or their safety representatives on all health and safety matters affecting them -- including, where necessary, making suitable and sufficient arrangements to ensure that employees who do not have English as their first language are not disadvantaged.

- Communication and consultation must take place whenever there is a matter that affects the health and safety of the employees. This might be when:
    - shift patterns change;
    - new equipment or technology is to be used;
    - risk assessments are undertaken or reviewed;
    - there are new or amended Safe Systems of Work;
    - there is a need for health and safety training or equipment-specific training;
    - workplace inspections are carried out; and
    - enforcement officers, such as the Health and Safety Executive (HSE), visit.

- Communication is about the giving and receiving of information and to be effective it must take account of employees' views, so employees must be given adequate information about the matter under consultation.
    - to ensure there is adequate understanding, you may need to use the services of an interpreter, who may even be a member of staff with multi-lingual capabilities.

Make accessible an employee handbook and obtain a signed Employee Handbook Declaration from each employee.

- The employee handbook must be accessible to all employees. Access should be given in the most appropriate way for your operations, but you can:
  - print out or photocopy the handbook and give a personal copy to each employee;
  - print out or photocopy the handbook and make a copy available in a number of easily accessible locations (for example, in the office, workshop, warehouse or on the shop floor); and
  - post it on the company intranet, but only if all employees have intranet access. You will, however, need to keep at least one hard copy for inspection in the event of a power failure.

- All employees must be made aware of the handbook as well as how to access it (if they are not to be given their own copy).

- All employees must sign the Employee Handbook Declaration Form (also available from the "Additional Information" section of your Communication and Consultation Policy).

- If you have employees who do not have English as their first language, you need to assure yourself that they fully understand what is required of them through your safety management system. This may involve:
  - having your Employee Handbook available in alternative languages as well as other documentation such as Safe Operating Procedures, Toolbox Talks etc
  - a system of verifying that the information has been understood.

Develop general health and safety promotional programmes.

- Health and safety programmes will be dependent on your operations, but examples might include advanced driver training for company car drivers, hazard spotting exercises by line managers or purchasing and displaying new health and safety awareness posters.

Hold specific health and safety meetings or ensure that health and safety is a main topic on meeting agendas. All such meetings shall be recorded.

- There are no specific guidelines on how often a Safety Committee should meet, but the frequency must take into account the size of the workforce, the number of Appointed Safety Representatives and Elected Safety Representatives, the type of industry, the nature of the hazards in the workplace and the volume of business.

- All health and safety meetings, or other meetings that have health and safety on the agenda, must be recorded (traditionally by having minutes taken).

Please see the Meeting Record Form and a Meeting Record Form Example which are also both available through the "Additional Information" section of your Communication and Consultation Policy.

Ensure that external communication with interested parties is carried out where appropriate, and in a timely fashion.

- External communication of health and safety is required when persons other than your employees may be affected by your operations or activities. For example:

  o visitors coming onto your site must be given notice of hazards, by signs such as "men working overhead, wear hard hat" or "all visitors must report to reception", to make them aware of the need to protect themselves;

  o contractors coming onto your site must have been pre-warned of the site rules to allow them to bring with them any necessary certificates and personal protective equipment (PPE);

  o contracts for work should be granted only after all relevant health and safety information has been agreed. This may mean an exchange of health and safety policies, inspection of risk assessments, amendments to method statements etc; and

  o information such as emergency evacuation procedures should be highly visible to all visitors and contractors coming onto your site.

- External communication can also include communicating with enforcing authorities such as the Local Authority and the Health and Safety Executive.

Ensure that all relevant written or verbal communications) are recorded and retained for future reference.

- Where written, all health and safety related communications should be retained (electronically or in hard copy) for future reference.

- Where health and safety communications are only verbal, notes of the conversation should be made on the Meeting Record Form (also available from the "Additional Information" section of your Communication and Consultation policy) or in a diary for future reference.

Provide facilities and assistance for employee representatives (or Safety Representatives if appointed) to enable them to reasonably carry out their roles.

- Safety Representatives may be appointed by a recognised trade union, and have specific functions and rights. They must have:

  o reasonable time off normal duties, with pay, to fulfil the role;

  o access to relevant information on health and safety issues in the workplace; and

  o reasonable time off normal duties, with pay, to attend health and safety training.

- They must be able to:

  o investigate hazards and risks in the workplace;

  o investigate relevant complaints;

  o investigate accidents;

  o carry out workplace inspections;

  o represent employees in health and safety meetings; and

  o represent employees in meetings with enforcement officers.

- They may also have:

- o access to a telephone and quiet area for private conversations in their capacity as Safety Representatives;

  - o a lockable cabinet or desk for paperwork, records or reference material, and a photocopier;

  - o intranet and internet facilities, if available;

  - o a notice board to circulate information to the employees they represent; and

  - o time with the employer to discuss health and safety issues.

- Elected Representatives (as opposed to Safety Representatives) are appointed by the employees (rather than by a trade union) and also have functions and rights. These are limited to the following:

  - o to consult with the employer, on behalf of the employees, about potential hazards and risks, and general matters affecting the health and safety of those employees;

  - o representing the employees in consultations with enforcement officers;

  - o reasonable time off normal duties, with pay, to attend health and safety training. The employer is to pay for this training; and

  - o reasonable time off normal duties, with pay, to consult with employees and management

Elected Representatives do not have the right to undertake inspections of the premises or review relevant documentation.

Establish a Health and Safety Committee if at least two Appointed Safety Representatives request this, in writing. A committee shall be set up within three months of this written request.

- To set up a Health and Safety Committee, you will need to establish:

  - o who will attend;

  - o where the meetings will be held;

  - o the frequency of the meetings;

  - o who will chair the meetings;

  - o who will take the minutes and circulate them; and

  - o if the date and time of the meetings suit all the attendees.

- To do this formally, you will need to establish Health and Safety Committee Terms of Reference, to which all attendees must agree. A Health and Safety Committee Terms of Reference Template and a Health and Safety Committee Terms of Reference Example are available by clicking on these links or through the "Additional Information" section of your Communication and Consultation policy.

Ensure the membership of the Health and Safety Committee (if established) consists of management and employee representatives and is chaired by a person with authority.

- The Terms of Reference for the Health and Safety Committee must clearly show attendance by both management and employee representatives (Elected or Safety Representatives). Click here for a Health and Safety Committee Terms of Reference Example which is also available in the "Additional Information" section of your Communication and Consultation policy. The balance between management and employee representatives should be as equal as possible.

- Health and Safety Committees must be chaired by a person who has adequate authority to act upon the decisions of the Committee (this usually, but not always, indicates a senior member of staff from the management side).

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Relevant trade unions

Issue 3

17052013

Competence and Training

Policy

Introduction

If employers are to make the maximum contribution to health and safety, there must be proper arrangements in place to ensure that they are competent. The Health and Safety Executive states: 'For a person to be competent, they need qualifications, experience, and qualities appropriate to their duties'. This means that, for the purposes of health and safety, competence can only be determined by assessing the individual against the activities being managed. It is something that employers can only do within their own organisations.

Competencies should be related to functions, jobs or processes undertaken in the workplace. Clear standards should be developed, as these will allow those carrying out the work, as well as those supervising it, to know conclusively whether they possess the necessary competence.

Training helps people acquire the skills, knowledge and attributes to make them competent in the health and safety aspects of their work. It includes:

- formal, off the job, training;

- instruction to individuals and groups;

- on the job coaching; and

- supervision.

Policy - Statement of Intent

The aim of this policy is to ensure, in relation to competence and training and so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that this policy is clearly understood throughout the company and that all competence and training activities are undertaken safely, we will:

- appoint competent people to assist us with our undertaking;

- provide, in a timely and systematic manner, all necessary information, instruction, training and supervision to ensure the health and safety of our employees;

- provide, on request, up to date evidence of staff competence;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review and, where appropriate, revise this policy at least annually but more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- assess competence at recruitment and induction stage by undertaking training needs analysis ;

- provide a systematic programme of induction training for all employees covering local health and safety arrangements, hazards and risks as well as the precautions to be taken and the correct procedures to be followed;

- provide in-house or external training for those employees, identified through the risk assessment process, with specific roles and responsibilities. This training will be prioritised in accordance with the requirements of the work;

- provide training for temporary workers appropriate to the level of risk to which they are exposed;

- ensure that appropriate information is provided to contractors and visitors;

- ensure that training programmes are conducted by competent persons;

- maintain up to date training records for all staff in order to demonstrate competence; and

- provide refresher training, as and when appropriate, for employees.

Additional Information

Competence and Training Guidance Note

Training Needs Analysis Form

Training Needs Analysis Form Example

Induction Training Record

Induction Training Record Example

Individual Training Record Form

Individual Training Record Example

Competency Record Form

Competency Record Example

Guidance Note

This Guidance Note should be read in conjunction with the Competence and Training Policy.

Introduction

If employers are to make the maximum contribution to health and safety, there must be proper arrangements in place to ensure that they are competent. The Health and Safety Executive states: 'For a person to be competent, they need qualifications, experience, and qualities appropriate to their duties'. This means that, for the purposes of health and safety, competence can only be determined by assessing the individual against the activities being managed. It is something that employers can only do within their own organisations.

Competencies should be related to functions, jobs or processes undertaken in the workplace. Clear standards should be developed, as these will allow those carrying out the work, as well as those supervising it, to know conclusively whether they possess the necessary competence.

Training helps people acquire the skills, knowledge and attributes to make them competent in the health and safety aspects of their work. It includes:

- formal, off the job, training;

- instruction to individuals and groups;

- on the job coaching; and

- supervision.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Competence and Training Policy and the information below should be used as an aide memoire for compliance with the procedure.

Assess competence at recruitment and induction stage by undertaking training needs analysis.

- Carrying out a training needs analysis affords you the opportunity to create a 'quick glance' guide to the training requirements of your business. It also helps to identify training already carried out. As can be seen from the worked example, all employees and job titles are identified down the left hand side with available training courses listed across the top. By inputting information into the form, a matrix is created.

Click on these links for a [Training Needs Analysis Form](#) and a [Training Needs Analysis Form Example](#) which are also available through the "Additional Information" section of your Competence and Training Policy.

Provide a systematic programme of induction training for all employees covering local health and safety arrangements, hazards and risks as well as the precautions to be taken and the correct procedures to be followed.

- A number of people may be involved in delivering the specific areas of the induction but the line manager is responsible for signing off the form, once complete. Induction training often signifies the first transfer of information from the employer to the new employee. Having a systematic approach to the induction programme is essential to ensure that all areas are covered effectively.

Click on these links for an Induction Training Record and an Induction Training Record Example both of which can also be obtained through the "Additional Information" section of your Competence and Training Policy.

Provide in-house or external training for those employees, identified through the risk assessment process, with specific roles and responsibilities. This training will be prioritised in accordance with the requirements of the work.

- The line manager is to complete the Individual Training Record Form in conjunction with the employee. This details training already undertaken by the employee as well as any identified future training needs.

Click on these links for an Individual Training Record Form and an Individual Training Record Example which are also available through the "Additional Information" section of your Competence and Training Policy.

Provide training for temporary workers appropriate to the level of risk to which they are exposed.

- Temporary workers are entitled to the same information, instruction and training as full-time employees. However, this can be abbreviated, taking into consideration the duration of the contract and the level of risk. For example, a temporary typist on secondment for two days may have a briefing session that outlines emergency procedures, welfare facilities, hazards, first aid and accident reporting. Alternatively, a fork lift driver on a six-month placement would be expected to be given full induction training and have their driving competency verified.

Ensure that appropriate information is provided to contractors and visitors.

- Contractors and visitors must be given adequate information about hazards and control measures on site, if appropriate. For example, if they are working unsupervised they should be shown the emergency procedures for the area where they are working.

Ensure that training programmes are conducted by competent persons.

- When selecting individuals to deliver training programmes, ensure that they have suitable and sufficient knowledge, skills and experience.

Maintain up to date training records for all staff in order to demonstrate competence.

- Your training record enables you to demonstrate at any point that all your staff have been trained to appropriate levels for their roles and responsibilities. The line manager is to complete a Competency Record in conjunction with the employee.

In the "Additional Information" section of your Competence and Training Policy is a [Competency Record Form](#) and a [Competency Record Example](#) which can also be obtained by clicking on these links.

Provide refresher training, as and when appropriate, for employees.

- In some cases, for example, First Aid, refresher training is mandatory. In others, it is seen as good practice to remind staff of what they have already learned. Annual fire awareness training for all staff is an example.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Contractors

Policy

Introduction

Once engaged, contractors have obligations to plan, monitor and control their work to minimise risks to all persons who may be affected by their activities. The employer and the contractor must work together to ensure that the workplace remains safe and without risk to health at all times.

Work undertaken for a client by a contractor is usually covered by a civil contract. It is good practice for health and safety requirements to be written into such a contract. However, health and safety responsibilities are defined by criminal law and cannot be passed from one party to another by a contract. In any client and contractor relationship, both parties will have duties under health and safety law. Similarly, if the contractor employs sub-contractors to carry out some or all of the work, all parties will have some health and safety responsibilities. The extent of each party's responsibilities will depend on the circumstances.

Policy - Statement of Intent

The aim of this policy is to recognise our role as the client in our relationship with contractors and to ensure that all work involving contractors is planned, monitored and controlled, to minimise risks to all persons on our premises and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Provision and Use of Work Equipment Regulations 1998

- Construction (Design and Management) Regulations 2015.

Employer Responsibilities

To ensure that any work involving the use of contractors will be undertaken safely and that our policy is clearly understood throughout the company, we will:

- identify the work, task or activities that require contractor involvement;

- check the competence of all contractors and select an appropriately experienced contractor;

- ensure that contractors undertake detailed risk assessments on all tasks that require their involvement;

- provide information, instruction and training;

- ensure that there is appropriate and sufficient co-operation and co-ordination between client and contractor;

- consult with all those involved in, or affected by, the work; and

- ensure that there are suitable management arrangements in place for the work being undertaken, including the provision of welfare facilities for use by contractors.

Procedure

To fulfil our responsibilities as outlined above, we will:

- carry out a review to establish what work, if any, is undertaken by contractors on our premises;

- ensure that an approved contractor list is compiled from contractors successfully meeting our criteria and only use contractors on this list;

- ensure that contractors undertake detailed risk assessments on all tasks that require their involvement;

- ensure that Permits to Work are used for designated activities;

- undertake site health and safety induction for all contractors not familiar with our premises;

- agree with contractors, prior to work starting and using the Information for Contractors Form, how work will be undertaken, what equipment will be used and what facilities will be made available to their staff;

- undertake regular briefings and meetings with contractors where work involves more than one day's work; and

- review contractor performance and provide feedback to the contractor on completion of the work.

Additional Information

Contractor Works Register

Contractor Works Register Example

Contractors Guidance Note

How to Choose a Competent Contractor

Contractor Questionnaire and Approval Form

Contractor Questionnaire and Approval Form Example

Approved Contractor List

Approved Contractor List Example

How to Provide Information to Contractors

Site Health and Safety Induction Form

Site Health and Safety Induction Form Example

Information for Contractors Form

Information for Contractors Example

Meeting Record Form

Meeting Record Form Example

Managing and Monitoring Contractors Form

Managing and Monitoring Contractors Form Example

Online Management Tools - Incident and Accident Recording Toolkit   Issue 3   27032015

Guidance Note

This Guidance Note should be read in conjunction with the Contractors Policy.

Introduction

Once engaged, contractors have obligations to plan, monitor and control their work to minimise risks to all persons who may be affected by their activities. The employer and the contractor must work together to ensure that the workplace remains safe and without risk to health at all times.

Work undertaken for a client by a contractor is usually covered by a civil contract. It is good practice for health and safety requirements to be written into such a contract. However, health and safety responsibilities are defined by criminal law and cannot be passed from one party to another by a contract. In any client and contractor relationship, both parties will have duties under health and safety law. Similarly, if the contractor employs sub-contractors to carry out some or all of the work, all parties will have some health and safety responsibilities. The extent of each party's responsibilities will depend on the circumstances.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Contractors Policy and the information below should be used as an aide memoire for compliance with the procedure.

Carry out a review to establish what work, if any, is undertaken by contractors on our premises.

- Identify all tasks carried out by contractors using the Contractor Works Register to record your findings.

Please see the "Additional Information" section of your Contractors Policy for the Contractor Works Register and a Contractor Works Register Example or click on these links.

Ensure that an approved contractor list is compiled from contractors successfully meeting our criteria and only use contractors on this list.

- Before employing a contractor to work on your premises, it is recommended that each contractor goes through an approval process.

- In order to place a contractor on your Approved Contractor List, you need to:
  - check the information contained within the How to Choose a Competent Contractor guide; and
  - complete a Contractor Questionnaire and Approval Form.

- If the contractor meets your required criteria, add their details to your Approved Contractor List.

Please see the "Additional Information" section of your Contractors Policy for a How to Choose a Competent Contractor guide, a Contractor Questionnaire and Approval Form, a Contractor Questionnaire and Approval Form Example, an Approved Contractor List and Approved Contractor List Example which can also be obtained by clicking on these links.

Also available through **Mentor*Live*** is a MentorLearn an in-depth e-Learning module on "Appointing & managing contractors".

Ensure that contractors undertake detailed risk assessments on all tasks that require their involvement.

- Before any work commences, both parties must agree to the contents of the risk assessment. It is best practice for the contractor to assess the risks involved in the required work. However, if this is impractical, you can make the assessment in conjunction with the contractor.

Ensure that Permits to Work are used for designated activities.

- Certain high risk activities, such as entry into confined spaces and hot works etc, can require a permit to work.

Please use the link above for further information on Permit to Work systems.

Undertake site health and safety induction for all contractors not familiar with our premises.

- Carry out site health and safety induction for all contractor staff, prior to commencement of any work and, for longer running projects, provide appropriate refresher training.

Please see the "Additional Information" section of your Contractors Policy for a [Site Health and Safety Induction Form](#) and a [Site Health and Safety Induction Form Example](#) or click on these links.

Agree with contractors, prior to work starting and using the Information for Contractors Form, how work will be undertaken, what equipment will be used and what facilities will be made available to their staff.

Please see the "Additional Information" section of your Contractors Policy for a [How to Provide Information to Contractors](#) guide, an [Information for Contractors Form](#) and an [Information for Contractors Example](#) or click on these links.

Undertake regular briefings and meetings with contractors where work involves more than one day's work.

- All parties need to consider what information should be passed between them and to agree
  - appropriate ways for making sure that this is done. Your contractors need to exchange clear information about the risks arising from their operations, including relevant safety rules and procedures, and procedures for dealing with emergencies. This exchange of information should include details of any risks that other parties could not reasonably be expected to know. The information must be specific to the work and work locations. It is good practice to record details of such meetings.

Please see the "Additional Information" section of your Contractors Policy for a [Meeting Record Form](#) and a [Meeting Record Form Example](#) or click on these links.

Review contractor performance and provide feedback to the contractor on completion of the work.

- It is important to review the standard of the work that has been undertaken to ensure it has met your project objectives. Providing feedback to your Contractor can benefit both parties.

Please see the "Additional Information" section of your Contractors Policy for a [Managing and Monitoring Contractors Form](#) and a [Managing and Monitoring Contractors Form Example](#) or click on these links.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Document Control

Policy

Introduction

Document control refers to the need to keep health and safety records in accordance with legislation and the requirements of your health and safety management system. You are required to hold records to provide evidence of, for example, employee training, competence, inspection regimes, maintenance records, licences, risk assessments, policies and procedures etc.

Policy - Statement of Intent

The aim of this document control policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that all documents are controlled in accordance with the legal requirements and that this policy is clearly understood throughout the company, we will:

- set up and maintain an effective document management system;

- appoint a competent person to maintain the system;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- ensure all relevant documents are identified and listed;

- ensure systems are in place for recording and updating documentation;

- ensure records are identifiable, legible and stored so that they are readily retrievable;

- consider creating a maintained legislation register;

- retain records for a minimum of three years, unless otherwise specified;

- identify any training needs of the person appointed to manage the system, to ensure their competency; and

- ensure the system is monitored and controlled.

Additional Information

Controlled Documents Register

Controlled Documents Register Example

Legislation Register

Legislation Register Example

Document Control Guidance Note

Training Needs Analysis Form

Training Needs Analysis Form Example

Guidance Note

This Guidance Note should be read in conjunction with the Document Control Policy.

Introduction

Document control refers to the need to keep health and safety records in accordance with legislation and the requirements of your health and safety management system. You are required to hold records to provide evidence of, for example, employee training, competence, inspection regimes, maintenance records, licences, risk assessments, policies and procedures etc.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Document Control Policy and the information below should be used as an aide memoire for compliance with the procedure.

Ensure all relevant documents are identified and listed.

- There is no definitive list of all the documents you will need to control. It depends very much on your operations and activities. You will, however, need to complete and maintain a detailed register of all relevant documents. This is likely to include:
  - training records, for example, induction, refresher, off the job, job specific, tool box talks;
  - competence records, for example, maintenance tasks, driving vehicles, operating machinery, first aid, assessing risk;
  - inspection records for machinery, company vehicles, lifting equipment, fire extinguishers, first aid kits etc;
  - inspection regimes including how often each of the above should be inspected, serviced and maintained, and to what standard and by whom;
  - licences such as those to operate the business, for company car and fork lift truck drivers, for the storage of flammable substances and for providing healthcare; and
  - health and safety policies and procedures, including risk assessments.
- All documents should be detailed individually on the Controlled Documents Register.

Click here for a [Controlled Documents Register](#) and a [Controlled Documents Register Example](#) which can also be obtained through the "Additional Information" section of your Document Control Policy.

Ensure systems are in place for recording and updating documentation.

- A named individual (or post holder) should be made responsible for recording and maintaining the register and the relevant documents, or at least making sure that this is managed. This responsible person will need to have access to all relevant company documentation and sufficient time to be able to maintain the system. Following any changes, all records should be updated as soon as is reasonably practicable.

Ensure records are identifiable, legible and stored so that they are readily retrievable.

- All records must be clearly identifiable and show to what they refer, for example, driving licence annual inspection or weekly check of fire alarm system.

- All records must be legible so that they can be clearly read by a visiting enforcement officer.

- All records must be stored so that they are readily retrievable. Ideally, records would be maintained electronically with a number of persons having access to them. Hard copies should be stored securely. The referencing system must allow easy and speedy retrieval.

- It is recommended that you consider holding duplicates of crucial documents remotely, such as fire risk assessments, insurance certificates and paper or electronic inspection records.

Consider creating a maintained legislation register.

- It is advised that you create and maintain a register of all the legislation that applies to the company.

- A legislation register is a requirement of BS OHSAS 18001.

Please see the "Additional Information" section of your Document Control Policy for a [Legislation Register](#) and a [Legislation Register Example](#) or click on these links.

Retain records for a minimum of three years, unless otherwise specified.

- All records must be retained for at least three years. Certain documentation is required, by law, to be kept for longer periods, for example, lung function tests undertaken as part of a health surveillance programme.

Identify any training needs of the person appointed to manage the system, to ensure their competency.

- The name of the appointed person should be added to the Training Needs Analysis Form along with any training identified as being necessary to ensure that the appointed person is competent.

Click here for a [Training Needs Analysis Form](#) and a [Training Needs Analysis Form Example](#) which are also available in the "Additional Information" section of your Document Control Policy.

Ensure the system is monitored and controlled.

- The system should be continually monitored by the appointed person to ensure that it is functioning correctly. It should then be reviewed, more formally, to ensure that documents and records are added, amended, reviewed and deleted, as and when required, to keep the system current.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Standards Institute (BSI)

Issue 2

05112012

Emergency Procedures

Policy

Introduction

An event can be considered to be an emergency if it requires a rapid and variable response in order to minimise losses. Explosions, chemical spills, bomb threats, pandemics and flooding are just a few examples of emergencies. Fire is also an emergency but fire is not included here because it has its own policy.

Emergency planning is concerned with taking a proactive approach: the aim is to try to eliminate the majority of potential accidents through the risk assessment process. However, unexpected, rare or extreme incidents do still happen and it is important to be prepared. The objective of emergency planning is to help you to contain and control the unexpected, to safeguard employees and others who might be affected and to minimise the damage caused.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to emergency situations, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Control of Major Accident Hazards Regulations 1999 (as amended).

Employer Responsibilities

To ensure that the risks from emergency situations are identified, any subsequent actions undertaken safely and safe systems of work are clearly understood throughout the company, we will:

- identify all potential emergency situations other than fire (see Fire Policy);

- avoid these emergency situations wherever practicable by good working practices;

- assess the impact of emergency situations and reduce unavoidable risks;

- identify the actions required to respond to an emergency;

- ensure that staff with key roles in emergency situations have the competency to deal with the situation;

- provide employees with adequate information, instruction and training to enable them to follow emergency procedures safely;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all emergency situations, excluding fire, which have the potential to occur in our workplace

- complete a detailed risk assessment of each potential emergency situation to assess whether it can be avoided and if not, the likely impact if it happens

- develop emergency response plans for each identified situation

- train key staff in the required competencies to enable them to develop and manage emergency plans

- inform all employees affected by emergency situations of any possible risks and how these can be avoided; and

- provide employees with sufficient information, instruction and training on approved emergency response plans to ensure their health and safety whilst undertaking tasks.

Additional Information

Potential Emergency Situations Register

Potential Emergency Situations Register Example

Online Management Tools - Risk Assessment Register - Activity

Online Management Tools - To Do List

Emergency Situation Risk Assessment

Emergency Situation Risk Assessment Example

How to Write an Emergency Response Plan

Emergency Response Plan Template

Emergency Response Plan Example

Emergency Procedures Guidance Note

Gas Safety Poster

Training Needs Analysis Form

Training Needs Analysis Form Example

Emergency Procedures Tool Box Talk

Issue 2

17052013

Guidance Note

This Guidance Note should be read in conjunction with the Emergency Procedures Policy.

Introduction

An event can be considered to be an emergency if it requires a rapid and variable response in order to minimise losses. Explosions, chemical spills, bomb threats, pandemics and flooding are just a few examples of emergencies. Fire is also an emergency but fire is not included here because it has its own policy.

Emergency planning is concerned with taking a proactive approach: the aim is to try to eliminate the majority of potential accidents through the risk assessment process. However, unexpected, rare or extreme incidents do still happen and it is important to be prepared. The objective of emergency planning is to help you to contain and control the unexpected, to safeguard employees and others who might be affected and to minimise the damage caused.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Emergency Procedures Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all emergency situations, excluding fire, which have the potential to occur in our workplace.

Generally, these situations are the low likelihood, high consequence scenarios. However, it is important to plan for each of the identified situations

Other emergency situations can develop with, and without, warning, such as flood, chemical spillage, gas leak, electrical failure, security or terrorist threats etc

Outbreaks of local, national or international endemics and pandemics that could disrupt your business continuity

Consider how the failure of any of the services provided within your premises will affect the safety of your workers and any others using the site

In respect of flooding, the Environment Agency's website has a page on warnings during relevant seasons and on areas of known high risk.

Please see the "Additional information" section of your Emergency Procedures Policy for a Potential Emergency Situations Register and a Potential Emergency Situations Register Example or click on the required link.

Complete a detailed risk assessment of each potential emergency situation to assess whether it can be avoided and if not, the likely impact if it happens.

The following are the specific emergency procedures issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- look at each identified situation and consider this in the relation to the impact on the business, employees and others

- walk around your workplace and look at what could reasonably be expected to cause an emergency situation and what services could be affected by the situation

- ask your employees or their representatives what they think. They may have considered things that are not immediately obvious to you

- check manufacturers' safety data sheets for the physical or biological properties of chemicals or other substances. These sheets can be very helpful in spelling out the potential for emergency situations, putting them in their true perspective and setting out the necessary actions to take

- check manufacturers' handbooks or operating manuals for plant and machinery to find out the potential for catastrophic failure and the consequences of such failure

- monitor the current level of threat from external organisations or individuals. Bodies such as the Health Protection Agency and the World Health Organisation have details of pandemics etc

- look back at past events both internally and in the surrounding environment. These often help to identify the likelihood of these situations and whether your controls were or will be effective

- remember that some emergencies can have long term health implications, for example, contamination of the environment, and this may influence the application of your control measures.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed by the emergency situation: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in classrooms or reception areas.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur, for example, the carrying of an offensive weapon.

An emergency situation may impact on people, directly or indirectly, including:

- employees and pupils directly exposed to the emergency

- local residents affected by the aftermath of the emergency

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by emergency situations.

If you share your workplace, you will need to think about how your emergency situations affect others present, as well as how their emergency situations affect your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I avoid the emergency situation altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, use a less hazardous chemical, subcontract high-risk activities;

- organise your work and premises to reduce the impact of an emergency situation. For example, provide emergency response teams, site security, training, drainage and containment systems, vaccinations;

- issue personal protective equipment (PPE) for example, chemical suits, special footwear, goggles etc; and

- provide welfare facilities such as first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. For instance, a well tested emergency procedure can be a low-cost precaution considering the risks. Failure to take simple precautions can cost you a lot more if an emergency situation does happen.

Involve all staff and, where necessary, others in emergency plan development and testing, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- risk of local river flooding - provision of additional drainage

- electrical system failure - automatic emergency generator available.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to emergency situations;

- considered who might be involved in emergency situations and the harm that they might come to;

- introduced control measures to manage all the emergency situations;

- demonstrated that the precautions are reasonable, and the remaining risk is as low as possible; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause emergency situations;

- long-term solutions to those emergency situations with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the emergency procedures and facilities are adequate and immediately available; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the [Online Management Tools - To Do List](#).

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Click on these links for access to the [Online Management Tools - Risk Assessment Register](#), an [Emergency Situation Risk Assessment Example](#) and the [Online Management Tools - To Do List](#). These tools and the example are also accessible through the "Additional Information" section of your Emergency Procedures Policy.

Develop emergency response plans for each identified situation.

- From the hazards and control measures identified during the risk assessment process, complete an emergency response plan, identifying the individuals responsible for each of the control measures and the actions to be taken.

- Liaise with the necessary emergency services to ensure coordination of the responses and the chain of command at all stages of the response.

- Where applicable ensure that the collection and dissemination of information is controlled and that the responsibility for the process is defined.

Please see the "Additional Information" section of your Emergency Procedures Policy or click on the required link for a How to Write an Emergency Response Plan guide, an Emergency Response Plan Template and an Emergency Response Plan Example.

Train key staff in the required competencies to enable them to develop and manage emergency plans.

- Specific training may be required covering the knowledge and skill requirements for the writing and development of emergency plans.

- Training may also need to include the post-emergency and business recovery process, including business continuity planning.

Please click on these links for a Training Needs Analysis Form and a Training Needs Analysis Form Example which are also accessible through the "Additional Information" section of your Emergency Procedures Policy.

Provide employees with sufficient information, instruction and training on approved emergency response plans to ensure their health and safety whilst undertaking tasks.

- Training may include the use of external providers for specialist areas, for example, in the use of spillage kits, communications equipment etc.

- Training may also need to include the emergency services and local residents.

- If you have mains gas supply to your premises, you must make your employees aware of the location of the emergency shut-off valve.

Please click on these links for a Gas Safety Poster , an Emergency Procedures Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example which are also accessible through the "Additional Information" section of your Emergency Procedures Policy.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Cabinet Office Emergency Planning College

Health and Safety Executive (HSE)

Royal Society for the Prevention of Accidents (RoSPA)

The Environment Agency (EA)

The Scottish Environment Protection Agency (SEPA)

Issue 3

17052013

Performance Monitoring

Policy

Introduction

Performance monitoring is a proactive, as well as reactive, process that enables a business to monitor and measure its health and safety performance. Performance monitoring also measures the effectiveness of the safety management system which is important to the business for several reasons, among them, financial, moral and legal.

Financial

The working time that is lost through injuries costs businesses money. Where plant and equipment are damaged, additional costs are incurred. This can also have a knock-on effect on insurance premiums.

Moral

Good health and safety performance provides many benefits to the business because it helps to:

- prevent fatalities

- prevent injury

- prevent ill health

- raise morale

- reduce the impact on the environment.

Legal

An employer has a duty of care to their employees and members of the public. In the event of a dispute it may be necessary to prove that this duty was properly and professionally discharged and to produce supporting evidence.

To accurately monitor performance you need to have systems which provide data on the following:

- what's happening now

- what's happened so far

- what response we might need to make.

To have a successful health and safety management system, it is important to set measurable objectives in order to be able to gauge progress and compliance.

Objectives fall into two types, proactive and reactive:

- Proactive measures include regular inspections, benchmark targets, risk assessments etc.

- Reactive measures include incident and accident investigation, audits, fault reporting, reviewing accident data etc.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, by monitoring performance and taking all actions identified as necessary, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that all our work activities are undertaken with due regard for the health, safety and welfare of all our employees, it is of paramount importance that our policy on performance monitoring is clearly understood throughout the company. Consequently, we will carry out:

- proactive monitoring, by taking action before accidents happen; and

- reactive monitoring, by examining events after they have happened.

Procedure

To fulfil our responsibilities as outlined above, we will:

- review accident, incident and near miss statistics and ensure remedial actions have been completed;

- review results of regular health and safety inspections of the workplace and ensure that all agreed remedial actions have been completed, within agreed timescales;

- review training records to ensure employees have been provided with adequate information, instruction and training to carry out their job roles;

- ensure that an annual safety audit is undertaken which will be a detailed and analytical review of the management of health and safety across all the areas of the company;

- set company objectives for the next 12 months; and

- review, and amend as necessary, our health and safety policy at least annually or more frequently if significant changes occur.

Additional Information

Online Management Tools - Incident and Accident Recording Toolkit

Universal Inspection Form

Universal Inspection Form Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Performance Monitoring Guidance Note

Guidance Note

This Guidance Note should be read in conjunction with the Performance Monitoring Policy.

Introduction

Performance monitoring is a proactive, as well as reactive, process that enables a business to monitor and measure its health and safety performance. Performance monitoring also measures the effectiveness of the safety management system which is important to the business for several reasons, among them, financial, moral and legal.

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- what's happening now

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- what response we might need to make.

To have a successful health and safety management system, it is important to set measurable objectives in order to be able to gauge progress and compliance.

Objectives fall into two types, proactive and reactive.

- Proactive measures include regular inspections, benchmark targets, risk assessments etc.

- Reactive measures include incident and accident investigation, audits, fault reporting, reviewing accident data etc.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Performance Monitoring Policy and the information below should be used as an aide memoire for compliance with the procedure.

Review accident, incident and near miss statistics and ensure remedial actions have been completed.

- It is good practice to review your accident statistics on a regular basis, for example, quarterly. This will help to identify any trends occurring, such as, a high number of incidents in one area or department or accidents occurring at a certain time of day

- You can assess your accident rate by calculating an incident rate for each 100,000 workers. This technique is recognised by the Health and Safety Executive (HSE) and is also widely used in industry. The calculation is:

Number of reportable injuries in a given time period (for example, 12 months)   x 100,000

       Average number of employees during that time period

For example:

2 reportable injuries   x 100,000

  50 employees   = **4,000**

This figure can then be compared to other departments but also to national industry incident rates which are collated by the HSE.

- The importance of reporting near misses should not be underestimated. They are an important opportunity to learn about the performance of your safety management system before any harm has been caused. Employees should be encouraged to report all near misses and these should be investigated so that lessons can be learned.

Review results of regular health and safety inspections of the workplace and ensure that all agreed remedial actions have been completed, within agreed timescales.

- Health and safety inspections are an important part of your management system and should be used to identify areas of good practice, and deficiencies, in the implementation of your safety management system. Inspections should be undertaken regularly according to the risks of your company and any legal requirement.

- The inspection should have proactive performance indicators which should be:

  o objective, that is, unbiased and based on fact. It is good practice to get different employees involved in the inspection process to ensure objectivity

  o easy to measure. Clear and concise indicators generally achieve better results, for example, are employees wearing hearing protection or are all machines suitably guarded?

- o cost effective to gather. Target key areas one at a time to keep inspections short. Consider completing health and safety inspections at the same time as quality inspections

- o relevant to the area you are inspecting. Use the templates provided as a starting point and adapt these to make them site specific and work for you.

Please see the "Additional Information" section of your Performance Monitoring Policy or click on these links for a Universal Inspection Form and a Universal Inspection Form Example .

Review training records to ensure employees have been provided with adequate information, instruction and training to carry out their job roles.

- Training is an important proactive performance monitoring tool which can reduce hazards and risks in the workplace by up-skilling employees to enhance competency. For example, defensive driving training for staff will make them safer drivers and reduce road risk.

- A training needs analysis should be completed for the company to identify training requirements. This can then be regularly reviewed during the year to ensure training targets are being met.

- When training is identified, carried out and completed, the objectives for the training should be reviewed with the relevant employees to ensure that new competencies have been achieved.

Please click on these links for the Training Needs Analysis Form and the Training Needs Analysis Form Example. These are also available in the "Additional Information" section of your Performance Monitoring Policy.

Ensure that an annual safety audit is undertaken which will be a detailed and analytical review of the management of health and safety across all the areas of the company.

- Auditing aims to find clear evidence about whether the current management system complies with the company's policies, objectives and legal obligations. Audits should be carried out regularly by a competent person.

- Audits can either be internal, carried out by company staff, or external, carried out by specialists such as Mentor. External audits are considered more valuable by stakeholders such as shareholders, insurance companies etc.

- Audits should cover the following:

  - o documentation; reviewing policies, procedures, risk assessments, training records, inspections etc.

  - o interviews with staff to check knowledge and awareness and also to establish implementation of policies and procedures

  - o observation of staff in the working environment to check that policies and procedures are being followed.

- You should provide the necessary resources to complete any remedial actions identified by the safety audit report.

- You should ensure that all agreed remedial actions are completed within agreed timescales.

Set company objectives for the next 12 month period.

- To have a successful health and safety management system, it is important to set measurable objectives in order to be able to gauge progress and compliance.

- Objectives fall into two types, proactive and reactive:
    - proactive measures include regular inspections, benchmark targets risk assessments etc.
    - reactive measures include incident and accident investigation, audits, fault reporting, reviewing accident data etc.
- You need to ensure that your company aims and objectives are:
    - S - Specific
    - M - Measurable
    - A - Achievable
    - R - Realistic
    - T - Time-bound.

You should also ensure that objectives are simple and cost effective to measure.

- Based on the results of both your audit and policy review, the company should set your objectives for the following year.
- Ensure that once objectives have been set, they are communicated throughout your company.

Review, and amend as necessary, our health and safety policy at least annually or more frequently if significant changes occur.

- After completion of the performance monitoring and audit process, you should review health and safety policies and ensure relevant changes are made.
- On monitoring performance you may need to change your Health and Safety Policy immediately, for example, after a serious accident.
- Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Risk Assessment

Policy

Introduction

A risk assessment is nothing more than a careful examination of what, in our work and environment, could cause harm to people. It enables us to weigh up whether we have taken enough precautions or should do more to prevent harm. It is an important step in protecting workers and our businesses, as well as complying with the law. Risk assessments help us focus on the risks that really matter in our workplaces: the ones with the potential to cause harm. In many instances, straightforward measures can readily control risks.

The law does not expect us to eliminate all risk, but we are required to protect people as far as is reasonably practicable. Accidents and ill health can ruin lives and affect our businesses if output is lost, machinery is damaged, insurance costs increase and/or we have to go to court.

There is a general legal requirement to carry out suitable and sufficient risk assessments of all activities undertaken by an organisation. If there are five or more employees and there is a significant risk to the health and safety of those employees, or any others, the risk assessment must be recorded.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, pupils and others, through the risk assessment process, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that all activities are undertaken safely in accordance with the risk assessment process and that this policy is clearly understood throughout the Trust, we will:

- ensure that suitable and sufficient risk assessments are carried out on all risks to the health and safety of our employees which they are exposed to while at work;

- ensure that these risk assessments take into consideration persons not in our employment but who could be affected by risks to their health and safety, arising out of, or in connection with, our undertakings;

- provide such information, instruction, training and supervision as is necessary to ensure all staff undertaking risk assessments understand the process;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- provide risk assessors with adequate information, instruction and training to ensure that risk assessments are suitable and sufficient;

- identify all operations and activities undertaken by our employees;

- complete a detailed assessment of each activity or operation;

- review risk assessments on an annual basis and amend as necessary. A review will also take place when significant changes or accidents occur, or, when we have any reason to believe the risk assessment to be invalid.

Additional Information

Training Needs Analysis Form

Training Needs Analysis Form Example

Risk Assessment Tool Box Talk

Workplace Activities, Equipment, Hazards Register

Workplace Activities, Equipment, Hazards Register Example

Online Management Tools - Risk Assessment Register - Activity

Risk Assessment Example

Risk Assessment Guidance Note

Issue 2

28062012

Guidance Note

This Guidance Note should be read in conjunction with the Risk Assessment Policy.

Introduction

A risk assessment is nothing more than a careful examination of what, in our work and environment, could cause harm to people. It enables us to weigh up whether we have taken enough precautions or should do more to prevent harm. It is an important step in protecting workers and our businesses, as well as complying with the law. Risk assessments help us focus on the risks that really matter in our workplaces: the ones with the potential to cause harm. In many instances, straightforward measures can readily control risks.

The law does not expect us to eliminate all risk, but we are required to protect people as far as is reasonably practicable. Accidents and ill health can ruin lives and affect our businesses if output is lost, machinery is damaged, insurance costs increase and/or we have to go to court.

There is a general legal requirement to carry out suitable and sufficient risk assessments of all activities undertaken by an organisation. If there are five or more employees and there is a significant risk to the health and safety of those employees, or any others, the risk assessment must be recorded.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Risk Assessment Policy and the information below should be used as an aide memoire for compliance with the procedure.

Provide risk assessors with sufficient information, instruction and training to ensure that risk assessments are suitable and sufficient.

- You need to ensure that any person required to undertake risk assessments for the organisation, such as department heads, regional facilities managers, have been provided with suitable training in basic risk assessment techniques;

- Training may include the use of external providers such as NatWest Mentor for their course 'Risk Assessment - principles and practice';

- It is also beneficial for the risk assessor to have a understanding of the process or task etc to be assessed;

- Training may also include on the job training in the process or activity to be assessed.

Please see the "Additional Information" section of your Risk Assessment Policy for a Risk Assessment Tool Box Talk, a Training Needs Analysis Form and Training Needs Analysis Form Example or click on these links.

Also available through **Mentor_Live_** is a MentorLearn e-Learning introductory module "Risk Assessments".

Identify all operations and activities undertaken by our employees.

- The policy and procedure are aimed at meeting the general requirements for risk assessment. Where there is topic specific legislation, such as the Manual Handling Operations Regulations and the Health and Safety (Display Screen Equipment) Regulations, separate policies and guidance notes are available.

- You need to undertake a systematic and thorough examination of all the activities undertaken by your organisation. Areas to consider include, but are not limited to:
  - work equipment or machinery
  - workplace activities, on and off site
  - building maintenance
  - mobile work
  - classroom activies
  - transport and other road-related activities.

- Identify each activity on the activities register.

Please see the "Additional Information" section of your Risk Assessment Policy for a [Workplace Activities, Equipment, Hazards Register](#) and the [Workplace Activities, Equipment, Hazards Register Example](#). You can also click on these links.

Complete a detailed assessment of each activity or operation.

The following are the specific policy issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm;

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you;

- check manufacturers' instructions or data sheets for chemicals and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective;

- look back at your accident and ill health records as these often help to identify the less obvious hazards;

- Remember to think about long-term health hazards, for example, high noise levels or exposure to harmful substances, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. That doesn't mean listing everyone by name, but rather identifying groups of people, for example, pupils, people working in the boiler or passers-by.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur: for example, shelf stackers may suffer back injuries from the repeated lifting of boxes.

Some workers have special requirements and may be at particular risk:

- new and young workers

- new or expectant mothers

- people with disabilities.

Extra thought will be needed for some hazards:

- parents, cleaners, visitors, contractors, maintenance workers etc. who may not be in the workplace all the time

- pupils and others, if they could be hurt by your activities

-

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, switch to using a less hazardous chemical;

- prevent access to the hazard, for example, by guarding it;

- organise work to reduce exposure to the hazard, for example you could put barriers between pedestrians and traffic;

- issue personal protective equipment (PPE), such as clothing, footwear, goggles etc;

- provide welfare facilities, for example, first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. For instance, placing a mirror on a dangerous blind corner to help prevent vehicle accidents is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- tripping over rubbish - bins provided, staff instructed, weekly housekeeping checks

- fumes from welding - local exhaust ventilation used and regularly checked.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to the activity, substance, process or equipment;

- considered who might be involved in the activities, substance use, processes or equipment use and the harm that they might come to;

- introduced control measures to manage all the significant hazards;

- demonstrated that the precautions are reasonable, and the remaining risk is low; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Risk Assessment Policy or click the links for the Online Management Tools - Risk Assessment Register, Online Management Tools - To Do List and a Risk Assessment Example.

Review risk assessments on an annual basis and amend as necessary. A review will also take place when significant changes or accidents occur, or, when we have any reason to believe the risk assessment to be invalid.

Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Safety Council (BSC)

Health and Safety Executive (HSE)

Institution of Safety and Health (IOSH)

Royal Society for the Prevention of Accidents (RoSPA)

Issue 3

21112019

Safety Signs

Policy

Introduction

Signs, signals and symbols in the workplace are an important tool for informing workers and others who may be present of the hazards nearby, the precautions to be taken and the actions to be followed in the event of an emergency. Such signs, signals and symbols are not limited to graphical images, they may also include verbal or acoustic signals, for example, fire alarms, as well as other devices such as tape or barriers warning of hazardous areas or enclosures.

The Health and Safety (Safety Signs and Signals) Regulations were introduced to encourage standardisation of safety signs at work across the European Union and they apply to all places and activities where people are employed. The regulations require employers to provide specific safety signs, hand signals or verbal communications whenever there is a risk that cannot be avoided or controlled by other means. There is no need to provide a sign where it would not help to reduce the risk or where the risk is not significant.

There are four basic categories of safety signs.

Prohibition Signs are red in colour and indicate that certain behaviours are prohibited or must be stopped immediately. The sign is a red circle with a bar running through it on a white background. This symbolises STOP. An example is a No Smoking sign.

Warning Signs are yellow in colour and give warning or notice of a hazard. The sign is a black outlined triangle filled with yellow. The symbol or text is always black. This symbolises CAUTION. An example is a hazard sign on a chemical bottle.

Mandatory Signs are blue in colour and indicate that a specific course of action is required. The sign is a blue circle with white symbols or text. This symbolises that you MUST do something. An example is an Eye Protection sign.

Safe Condition Signs are green in colour and provide information about safe conditions. These signs are rectangular or square in shape and are always green with white symbols or text. They symbolise GO. An example would be a fire exit sign.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to the provision and use of safety signs and signals and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- The Health and Safety (Safety Signs and Signals) Regulations 1996.

Employer Responsibilities

To ensure that the provision and use of safety signs and signals will be undertaken as appropriate and that our policy will be clearly understood throughout the company, we will:

- carry out a detailed risk assessment to determine what safety signage is required;

- display statutory notices in the workplace;

- ensure other suitable and sufficient graphic signs are provided and maintained within the workplace;

- ensure that the correct hand signals and verbal communications are used appropriately;

- provide employees with adequate information, instruction and training on signage;

- maintain and replace signage when necessary;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- ensure our relevant risk assessments have identified the need for safety signs as part of our control measures;

- ensure signage identified in the risk assessments is displayed in prominent positions;

- provide employees with sufficient information, instruction and training to ensure that they fully understand the meaning of signs and signals and recognise the colour coding of signage used in the workplace; and

- regularly inspect signage to ensure it is in good condition and replace signs when necessary.

Additional Information

Online Management Tools - Risk Assessment Register - Activity

Safety Signs and Signals Risk Assessment Example

Safety Signs and Signals Tool Box Talk

Safety Signs and Signals Guidance Note

Safety Signs and Signals Inspection Form

Safety Signs and Signals Inspection Form Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Guidance Note

This Guidance Note should be read in conjunction with the Safety Signs Policy.

Introduction

Signs, signals and symbols in the workplace are an important tool for informing workers and others who may be present of the hazards nearby, the precautions to be taken and the actions to be followed in the event of an emergency. Such signs, signals and symbols are not limited to graphical images, they may also include verbal or acoustic signals, for example, fire alarms, as well as other devices such as tape or barriers warning of hazardous areas or enclosures.

The Health and Safety (Safety Signs and Signals) Regulations were introduced to encourage standardisation of safety signs at work across the European Union and they apply to all places and activities where people are employed. The regulations require employers to provide specific safety signs, hand signals or verbal communications whenever there is a risk that cannot be avoided or controlled by other means. There is no need to provide a sign where it would not help to reduce the risk or where the risk is not significant.

There are four basic categories of safety signs.

Prohibition Signs are red in colour and indicate that certain behaviours are prohibited or must be stopped immediately. The sign is a red circle with a bar running through it on a white background. This symbolises STOP. An example is a No Smoking sign.

Warning Signs are yellow in colour and give warning or notice of a hazard. The sign is a black outlined triangle filled with yellow. The symbol or text is always black. This symbolises CAUTION. An example is a hazard sign on a chemical bottle.

Mandatory Signs are blue in colour and indicate that a specific course of action is required. The sign is a blue circle with white symbols or text. This symbolises that you MUST do something. An example is an Eye Protection sign.

Safe Condition Signs are green in colour and provide information about safe conditions. These signs are rectangular or square in shape and are always green with white symbols or text. They symbolise GO. An example would be a fire exit sign.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Safety Signs Policy and the information below should be used as an aide memoire for compliance with the procedure.

Ensure our relevant risk assessments have identified the need for safety signs as part of our control measures.

- Having completed risk assessments on specific activities, work equipment and processes, you will have identified a series of control measures. Within this control strategy you should ensure that relevant safety signs have been identified.

- Safety signs are often used to control residual risk after applying more effective controls. For example, you may have identified a series of controls to prevent injuries from objects, toe boards, netting and hard hats etc, falling from scaffolding, but displaying a mandatory safety sign requiring the wearing of a hard hat would be good practice.

- Display the 'Health and Safety - What You Should Know' poster in a prominent position.

Ensure signage identified in the risk assessments is displayed in prominent positions.

- Ensure relevant signage is placed either adjacent to the risk source, for example, a mandatory eye protection sign adjacent to machinery, or at the entrance to a workplace giving employees and visitors advance warning of a particular hazard, for example, a danger sign warning that forklift trucks are operating.

Provide employees with sufficient information, instruction and training to ensure that they fully understand the meaning of signs and signals and recognise the colour coding of signage used in the workplace.

- You must ensure that all employees are aware of the different safety signs and what they mean. This is particularly important if you have all of the various sign groups displayed in your workplace.

- Communication of the meaning of safety signs can be achieved easily, either by a tool box talk or a short information session.

Warning	**Prohibition**	**Mandatory**	**Safe Condition**
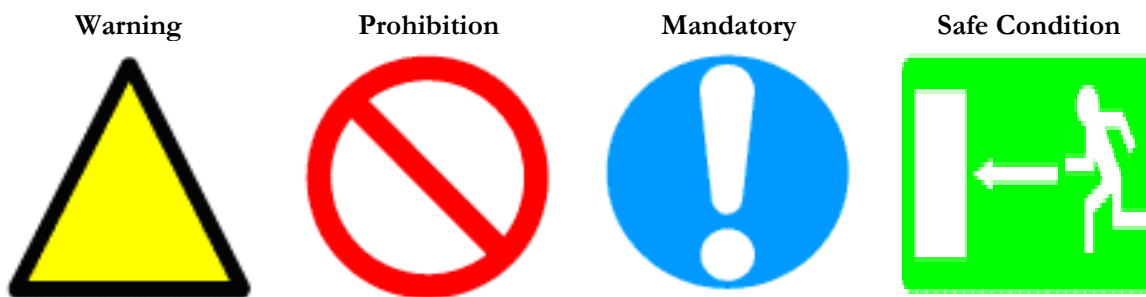
Click on these links for a Safety Signs and Signals Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example. Links to these documents are also available in the "Additional Information" section of your Safety Signs Policy.

Regularly inspect signage to ensure it is in good condition and replace signs when necessary.

- Your Performance Monitoring techniques and systems should include checks for the placing and maintenance of safety signs

Please see the "Additional Information" section of your Safety Signs Policy or click here for a Safety Signs and Signals Inspection Form and a completed Safety Signs and Signals Inspection Form Example.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Standards Institute (BSI)

Issue 2

05112012

PEOPLE

Alcohol, Drugs and Substance Misuse

Policy

Introduction

The consumption of alcohol is an accepted part of social life and is usually a personal matter. However, the subject of alcohol, drugs and substance misuse and how these stimulants can impair performance, safety and interpersonal work relations is a matter for employers.

The problem is widespread and even relatively small organisations may have at least one employee whose work performance is affected by alcohol, drugs or substance misuse. However, it is not just the individual's work that is affected; stimulant misuse may damage customer relations and cause resentment among other employees who have to 'carry' the colleagues whose work has declined. These employees have to take on more and more of their colleagues' work responsibilities as said colleagues become less able to cope and take time off work. Alcohol is estimated to cause 3-5% of all absences from work; this amounts to about 8-14 million lost working days in the UK each year.

There are no precise figures on the number of workplace accidents where alcohol, drugs and substance misuse is a factor, but it is known to affect judgment and physical co-ordination. Drinking even small amounts of alcohol or misusing drugs or other substances before or while carrying out work will increase the risk of an accident, especially if work is "safety sensitive".

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to alcohol, drugs and substance misuse, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Misuse of Drugs Act 1971

- Road Traffic Act 1988

- Transport and Works Act 1992.

Employer Responsibilities

To ensure that alcohol, drugs and substance misuse is managed within the workplace, that activities are undertaken safely and that our policy will be clearly understood throughout the company, we will:

- effectively communicate our strategy on alcohol, drugs and substance misuse in the workplace;

- train supervisors and managers to identify employees they suspect of misusing alcohol, drugs and substances;

- develop a system for dealing with employees who are experiencing problems with alcohol, drug and substance misuse;

- provide employees with adequate information, instruction and training to enable them to perform their work safely;

- ensure that adequate resources are made available to fulfil the requirements of this strategy; and

- review this policy at least annually but more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- make our alcohol, drugs and substance misuse strategy widely available in the workplace and ensure that all staff are taken through it at induction;

- identify and deliver appropriate training for managers and supervisors on alcohol, drugs and substance misuse awareness and the actions to take if an employee is suspected of misuse;

- ensure that managers and supervisors carry out a detailed investigation on each individual case as they occur by taking account of the person involved, the type of work being performed and the risk created by individuals being affected by alcohol, drug and/or substance misuse and that they complete a risk assessment if appropriate; and

- periodically assess accident records to identify any trends where alcohol, drugs or substance misuse may be a contributory factor and ensure that serious injuries are appropriately reported.

Additional Information

Alcohol, Drugs and Substance Misuse Strategy Template

Alcohol, Drugs and Substance Misuse Strategy Example

Alcohol, Drugs and Substance Misuse Guidance Note

Training Needs Analysis Form

Training Needs Analysis Form Example

Alcohol, Drugs and Substance Misuse Tool Box Talk

Online Management Tools - Risk Assessment Register

Alcohol, Drugs and Substance Misuse Risk Assessment Example

How to manage incidents involving Alcohol, Drugs and Substance Misuse

Online Management Tools - Incident and Accident Recording Toolkit

How to Choose a Counselling Service

Guidance Note

This Guidance Note should be read in conjunction with the Alcohol, Drugs and Substance Misuse Policy.

Introduction

The consumption of alcohol is an accepted part of social life and is usually a personal matter. However, the subject of alcohol, drugs and substance misuse and how these stimulants can impair performance, safety and interpersonal work-relations is a matter for employers.

The problem is widespread and even relatively small organisations may have at least one employee whose work performance is affected by alcohol, drugs or substance misuse. However, it is not just the individual's work that is affected; stimulant misuse may damage customer relations and cause resentment among other employees who have to 'carry' the colleagues whose work has declined. These employees have to take on more and more of their colleagues' work responsibilities as said colleagues become less able to cope and take time off work. Alcohol is estimated to cause 3-5% of all absences from work; this amounts to about 8-14 million lost working days in the UK each year.

There are no precise figures on the number of workplace accidents where alcohol, drugs and substance misuse is a factor, but it is known to affect judgment and physical co-ordination. Drinking even small amounts of alcohol or misusing drugs or other substances before or while carrying out work will increase the risk of an accident, especially if work is "safety sensitive".

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Alcohol, Drugs and Substance Misuse Policy and the information below should be used as an aide memoire for compliance with the procedure.

Make our alcohol, drugs and substance misuse strategy widely available in the workplace and ensure that all staff are taken through it at induction.

It is of utmost importance that you complete an Alcohol, Drugs and Substance Misuse strategy that clearly outlines the expectations the company has in relation to this area. You will find a Alcohol, Drugs and Substance Misuse Strategy Template as well as an Alcohol, Drugs and Substance Misuse Strategy Example in the "Additional Information" section of your Alcohol, Drugs and Substance Misuse Policy to assist you. Once you have constructed your strategy, it should be made available to all current employees and form part of the induction process for any new employees. You may also wish to make use of the Alcohol, Drugs and Substance Misuse Tool Box Talk (see the "Additional Information" section) as a way of introducing the policy to staff.

Identify and deliver appropriate training for manager and supervisors on alcohol, drugs and substance abuse awareness and the actions to take if an employee is suspected of misuse.

- Training may include the use of external providers on subjects such as understanding Drug use/misuse, recognising and responding to drugs use/misuse, communicating with people about drugs and workplace drug and alcohol screening procedures.

Please see the "Additional Information" section of your Alcohol, Drugs and Substance Misuse Policy or click on these links for an Alcohol, Drugs and Substance Misuse Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example.

Ensure that managers and supervisors carry out a detailed risk assessment on each individual case as they occur by taking account of the person involved, the type of work being performed and the risk created by individuals being affected by alcohol, drug and/or substance abuse.

The following are the specific issues to be considered for alcohol, drugs and substance misuse for each of the steps of a detailed risk assessment:

Step 1 Identify the hazards

First you need to work out how people could be harmed by reviewing all your operations to see what situations could reasonably be expected to cause harm when an employee is found to be under the influence of alcohol, drugs or substances at work - e.g. assault, violence and aggression, fire, ill health, entrapment in a machine.

- Talk to your employees or their representatives to ensure that you have identified all the tasks and situations involving lone working.

- Check manufacturers' instructions or data sheets for chemicals and equipment as they can be very helpful in identifying hazards relating to lone worker situations.

- Have a look back at your accident records - these can help to identify hazards or lone worker situations that you may have overlooked.

Step 2 Decide who might be harmed and how

Who - According to statistics published by Alcohol Concern, substance misuse permeates every workforce, although it is rarely immediately evident. Surprisingly, 1 in 25 people, the majority of whom are employed, have a problem with alcohol dependency. About 40% of the workforce under 40 years of age (and 45% of those aged between 16 and 29) have experimented with illicit drugs. And 25% of those seeking help for drug problems are in employment.

How - e.g. physical or verbal assault from people under the influence, falls, acute illness, Road Traffic Collisions (RTCs), electric shock, fires, injury from machinery, accident overdose.

Step 3 Evaluate the risks and decide on the precautions

Having identified the hazards, you then need to decide what, if anything you could do about them. The law requires you to do everything 'reasonably practicable' to protect people from harm. The easiest way to do this is to compare what you are doing with good practice.

Initially, look at what you're already doing; think about what controls you have in place and how the alcohol, drug or substance misuse situation is managed. Then compare this with the good practice and see if there's more you should be doing to protect your employees. In asking yourself this, consider:

- can I eliminate the hazard altogether by placing someone who is misusing alcohol or drugs on sick leave?

- if I can't remove them, can I reduce and manage the risks so that harm is less likely, or less severe, by, for example, altering the employees' roles and taking them off high risk activities?

When controlling risks, apply the principles below, if possible in the following order:

- try a safer option, for example, switching to substances that are known not to be subject to misuse;

- organise work to reduce exposure to the hazard by, for example, implementing a system whereby individuals who are known to have had a drink during working hours or who may be under the influence of alcohol, drugs or a substance are prevented from operating any machinery or vehicles.

Improving health and safety need not cost a lot. For instance, placing a signing in and out board in the office with details of the address being visited and expected arrival time back at the office is a low-cost precaution. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Implementing and maintaining the control measures identified in your risk assessment will make a positive difference to looking after people and your business.

Risk assessments should be written in simple language, avoiding jargon.

Risk assessments must be suitable and sufficient. You need to be able to show that you have:

- Identified all the potential hazards relating to alcohol, drugs and substance misuse;

- considered who might be involved in misuse of alcohol, drugs and substances and the harm that they might come to;

- introduced control measures to manage all the significant alcohol, drugs and substance misuse hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good action plan often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment - until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learnt anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Alcohol, Drugs and Substance Misuse Policy for access to the Online Management Tools - Risk Assessment Register and Alcohol, Drugs and Substance Misuse Risk Assessment Example or click on these links.

Apply a systematic approach to managing the issue of alcohol, drugs and/or substance abuse and its effects in the workplace by planning, educating, counselling or carrying out disciplinary action where appropriate.

Planning

- Employers should adopt an alcohol, drugs and substance misuse policy, in consultation with their staff. As demonstrated in the template policy made available in the "Additional Information" section, the policy should aim to support affected employees rather than punish them, although your policy must say that possession or dealing in drugs at work will be reported immediately to the police.

- Some employers have decided to adopt drug screening as part of their drug policy. If you think you would like to do the same, consider very carefully what you want screening to do, and what you will do with the information it generates. Screening by itself will never be the complete answer to problems caused by drug misuse.

Educating

- It is important to educate staff on not only what is expected of them through the Alcohol, Drugs and Substance Misuse Policy, it is also important to educate them on the dangers of misuse where possible.

Counselling

- Counselling can form a very important part of the recovery process for anyone who has a problem with drugs or alcohol.

Please see the "Additional Information" section in your Alcohol, Drugs and Substance Misuse Policy for a guide on 'How to Choose a Counselling Service' or click on the link.

Periodically assess accident records to identify any trends where alcohol, drugs and substance misuse may be a contributory factor and ensure that serious injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records or records held on the NatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are related to alcohol, drugs or substance misuse.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Alcoholics Anonymous (AA)

Alcohol Concern

Drugs Helpline

Employee Counselling Service

Health and Safety Executive (HSE)

Issue 2

05112012

Disabled Workers

Policy

Introduction

A disability is a physical or mental impairment that has 'substantial', 'long-term' adverse effects on a person's ability to carry out 'normal' day-to-day activities. Substantial means neither minor nor trivial, and long-term generally means the impairment will have lasted, or will be expected to last, for at least a year. Normal day-to-day activities are things that people do on a regular or daily basis, such as reading, writing, using the telephone, having a conversation and travelling by public transport.

By working together, employers and disabled workers can effectively manage disability and health and safety. Employers should think about each disabled worker's individual circumstances, because it is not the impairment, but its potential effect, that is important. Employers should ensure that disabled workers are included in discussions about disability issues so that adjustments are a help and not a hindrance. This should avoid:

- people making assumptions about disabled people, which can lead to poor practice and discrimination; and

- people hiding impairments that might have health and safety implications for fear they won't get or keep jobs.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of disabled workers while they are at work, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- The Equality Act 2010.

Employer Responsibilities

To ensure that we will assess and manage workplace risks to disabled workers, we will:

- encourage new recruits and existing staff to bring any disabilities to our attention;

- identify workplace risks to individuals and eliminate these where possible;

- assess and reduce unavoidable risks, by making reasonable adjustments;

- provide employees with adequate information, instruction and training to enable them to perform their work safely;

- ensure adequate resources are made available to fulfil the requirements of this policy;

- balance disability rights with health and safety legal requirements; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- encourage new recruits and existing staff to complete a health questionnaire regularly and bring any disabilities to our attention;

- involve all individuals and others, if appropriate, to complete relevant risk assessments;

- review the fire safety risk assessment, and our evacuation and emergency procedures;

- develop safe systems of work;

- provide disabled workers with sufficient information, instruction and training to ensure their health and safety while at work; and

- ensure appropriate, regular, health checks are made on disabled workers and that individuals bring any changes in their own medical conditions to our attention so both parties meet the requirements of disabled workers' individual health plans.

Additional Information

Online Management Tools - Risk Assessment Register - Activity

Online Management Tools - To Do List

Disabled Workers Risk Assessment Example

Disabled Workers Guidance Note

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Disabled Workers Standard Operating Procedure Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Disabled Workers Information Sheet

Disabled Workers Supervisors Information Sheet

'Access to Work' (Registered Charity)

Issue 2

14052012

Guidance Note

This Guidance Note should be read in conjunction with the Disabled Workers Policy.

Introduction

A disability is a physical or mental impairment that has 'substantial', 'long-term' adverse effects on a person's ability to carry out 'normal' day-to-day activities. Substantial means neither minor nor trivial, and long-term generally means the impairment will have lasted, or will be expected to last, for at least a year. Normal day-to-day activities are things that people do on a regular or daily basis, such as reading, writing, using the telephone, having a conversation and travelling by public transport.

By working together, employers and disabled workers can effectively manage disability and health and safety. Employers should think about each disabled worker's individual circumstances, because it is not the impairment, but its potential effect, that is important. Employers should ensure that disabled workers are included in discussions about disability issues so that adjustments are a help and not a hindrance. This should avoid:

- people making assumptions about disabled people, which can lead to poor practice and discrimination; and

- people hiding impairments that might have health and safety implications for fear they won't get or keep jobs.

Procedural Steps

The text in ***bold italics*** is the steps taken directly from the Disabled Workers Policy and the information below should be used as an aide memoire for compliance with the procedure.

Encourage new recruits and existing staff to complete a health questionnaire regularly and bring any disabilities to our attention.

- In order to protect new recruits, and existing staff, you need to obtain as much information about potential disabilities as possible. This can be done by obtaining a completed health questionnaire. Ideally this will be completed before employment starts to ascertain any pre-existing disability.

Involve all individuals and others if appropriate to complete relevant risk assessments.

Using the information obtained from your health questionnaire, you need to complete detailed risk assessments, or review your existing risk assessments, to take into account the following:

- additional aids and adaptations, such as height-adjustable workstations for wheelchair users or enhanced lighting for those with visual impairments

- the work area layout. To aid those with mobility difficulties, consider relocating certain functions to the ground floor or changing work area orientation to cater for individual disability

- highlighting serious risks. Consider alternative warning methods to highlight risks, such as audio or visual warnings on machinery or tactile or audiometric systems. For example, you could install talking signs, dimpled floor surfaces or flush kerbs.

The following are the specific issues to be considered for each of the steps of a detailed risk assessments that take account of disabled workers specific needs.

Step 1 Identify the hazards

First, you need to work out how people could be harmed by reviewing all your operations and workplaces. This will identify what situations could reasonably be expected to cause harm and should specifically include when reactions may be inhibited by a disability, consequently increasing a risk or the severity of the outcome.

- Talk to your employees or their representatives to ensure that you have identified all the tasks, situations and workplaces.

- Check manufacturers' instructions or data sheets for chemicals and equipment as they can be very helpful in identifying hazards and putting them in their true perspective.

- Have a look back at your accident and ill health records as these can help to identify hazards to disabled workers that you may have overlooked.

Step 2 Decide who might be harmed and how

Who - will be mobility, dexterity or sensory impaired individuals

How - because impaired response time or function may increase severity and the likelihood of harm.

Step 3 Evaluate the risks and decide on precautions

Having identified the hazards, you then need to decide what, if anything, you could do about them. The law requires you to do everything reasonably practicable to protect people from harm. The easiest way to do this is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the situation is managed. Then, compare this with the good practice and see if there's more you should be doing to protect your disabled workers. In asking yourself this, consider:

- can I eliminate the hazard altogether by, for example, improving the access to a workplace or additional warning systems?

- if I can't eliminate the hazard, can I reduce and manage the risks so that harm is less likely or less severe by, for example, providing additional training or buddy systems?

When controlling risks, apply the principles below, if possible in the following order:

- try a safer option, for example, switching to using a less hazardous chemical or providing alternative controls (such as foot controls);

- organise work to reduce exposure to the hazard by, for example, implementing a safe system of work such as Personal Emergency Evacuation Plans (PEEPs) for evacuations;

- issue additional Personal Protective Equipment (PPE) for example, eye protection for employees with only one healthy eye; and

- provide or make arrangements for welfare facilities for example, first aid, washing and sanitary facilities.

Improving health and safety need not cost a lot. For example, introducing a buddy system to assist in evacuation may be a low-cost operation, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve the disabled workers, so that you can be sure that what you propose to do will work in practice, won't introduce any new hazards and will meet their specific needs.

Step 4 Record your findings and implement them

Implementing and maintaining the control measures identified in your risk assessment will make a positive difference to looking after disabled workers and your business.

Risk assessments should be written in simple language, avoiding jargon.

Risk assessments must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to activities undertaken by disabled workers;

- identified all disabled workers and the harm that they might come to;

- introduced control measures to manage all the significant hazards; and

- demonstrated that the precautions are reasonable, and the remaining risk is as low as reasonably practicable.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good action plan often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Disabled Workers Policy for access to the Online Management Tools - Risk Assessment Register and a Disabled Workers Risk Assessment Example or click on these links.

Review the fire safety risk assessment, and our evacuation and emergency procedures.

Using the information obtained from your health questionnaire, you should also review your fire safety risk assessment to take the following into account.

- Emergency Alarm. Assess each individual's ability to identify when an alarm is activated and introduce measures such as visual and audio-based systems to take account of any sensory impairment

- Escape routes. Review escape routes to ensure that individuals can safely evacuate the building. Identify potential problems in using evacuation routes, such as evacuating those with mobility difficulties down stairs or those with visual impairments through areas of diminished lighting.

You should ensure that your fire wardens and fire marshals are made aware of any procedural changes required or individual PEEPs to evacuate those with disabilities.

Develop safe systems of work.

- A safe system of work (SSOW) for disabled workers is one which takes into account individual disabilities specifically relating to the disabled worker and can either be a separate SSOW or an adapted SSOW that accommodates both disabled and employees without disabilities. Examples of SSOW for a disabled worker might include:

  o different control systems on machinery, for example, foot controls replacing hand controls, audio in addition to visual warning; and

  o PEEPs for disabled persons.

Please see the "Additional Information" section of your Disabled Workers Policy for access to a How to Write a Safe System of Work (including Standard Operating Procedure) guide, a Standard Operating Procedure template and a Disabled Workers Standard Operating Procedure Example or click on these links.

Provide disabled workers with sufficient information, instruction and training to ensure their health and safety while at work.

- Training may include the use of external providers for specialist areas, for example, use of adapted machine controls, Evac chairs etc.

- Specific additional training to be given on any changes to existing control measures and emergency procedures that take account of the needs of disabled workers.

Please click on these links for a [Training Needs Analysis Form](#), a [Training Needs Analysis Form Example](#) and a [Disabled Workers Supervisors Information Sheet](#) or refer to the "Additional Information" section of your Disabled Workers Policy.

Ensure appropriate, regular, health checks are made on disabled workers and that individuals bring any changes in their own medical condition to our attention so both parties meet the requirements of any disabled workers' individual health plans.

- Re-iterate the importance of health checks and the need for regular monitoring. Line managers are responsible for taking this information into consideration in the risk assessment process for disabled workers.

- Disabled workers must make the employer aware of any changes to their health status that could affect the validity of risk assessments.

- Support the requirements of individual disabled workers' health plans.

Please see the "Additional Information" section of your Disabled Workers Policy for access to a [Health Monitoring Form](#) or click on this link.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

['Access to Work' (Registered Charity)](#)

[Centre for Accessible Environments](#)

Health and Safety Executive (HSE)

Issue 3

05112012

Driving at Work

Policy

Introduction

Driving and road use are a significant element in many business activities and form part of many employees' job roles. Road traffic legislation imposes specific requirements on employers in respect of vehicle maintenance and use. And under health and safety legislation, employers also have a responsibility to ensure the health and safety of their employees whilst driving.

It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time of the accident. This may account for more than 20 fatalities and 250 serious injuries every week of the year. Managing work-related road safety and reducing the number of road incidents should result in:

- fewer working days lost to injury;

- a reduction in vehicle repairs;

- fewer missed orders; and

- reduced running costs.

In order to achieve these benefits, and reduce risks to their lowest possible level, employers must ensure that employees are able to recognise the hazards associated with driving.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees in relation to driving at work and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Road Traffic Act 1991.

Employer Responsibilities

To ensure that driving at work is undertaken safely and that safe systems of work are clearly understood throughout the company, we will:

- identify all driving at work situations where there is a risk of injury;

- seek alternatives to driving at work, wherever practicable;

- assess and, where possible, reduce unavoidable risks;

- ensure that employees are competent to drive and operate assigned vehicles;

- provide employees with adequate information, instruction and training to enable them to perform their work safely;

- monitor driving to ensure it is performed safely;

- ensure any vehicles, plant and equipment are adequately maintained;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all driving at work situations undertaken by our employees;

- minimise, if possible, the requirement to drive at work by using alternative working methods;

- complete a detailed assessment of each driving at work requirement, if the risk cannot be avoided;

- develop safe systems of work;

- select vehicle operators according to their competence;

- provide employees with sufficient information, instruction and training on safe driving techniques to ensure their health and safety;

- ensure that vehicles are regularly maintained in accordance with manufacturers' instructions;

- ensure appropriate health checks are made on the individuals performing the tasks and ensure that employees bring to our attention any changes in their own medical conditions;

- check driving licences at appropriate intervals and keep relevant records; and

- periodically review accident records to identify any trends in road-related accidents and ensure that serious injuries are appropriately reported.

Additional Information

Driving Activities Register

Driving Activities Register Example

Online Management Tools - Risk Assessment Register - Activity

Driving Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Driving at Work Standard Operating Procedure Example

Drivers Handbook

Motor Vehicle Inspection Form

Motor Vehicle Inspection Form Example

Defect Report Form

Defect Report Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Driving Licence Record Form

Driving Licence Record Form Example

Driving at Work Tool Box Talk

Driving at Work Guidance Note

Health Monitoring Form

Online Management Tools - Incident and Accident Recording Toolkit

Guidance Note

This Guidance Note should be read in conjunction with the Driving at Work Policy.

Introduction

Driving and road use are a significant element in many business activities and form part of many employees' job roles. Road traffic legislation imposes specific requirements on employers in respect of vehicle maintenance and use. And under health and safety legislation, employers also have a responsibility to ensure the health and safety of their employees whilst driving.

It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time of the accident. This may account for more than 20 fatalities and 250 serious injuries every week of the year. Managing work-related road safety and reducing the number of road incidents should result in:

- fewer working days lost to injury;

- a reduction in vehicle repairs;

- fewer missed orders; and

- reduced running costs.

In order to achieve these benefits, and reduce risks to their lowest possible level, employers must ensure that employees are able to recognise the hazards associated with driving.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Driving at Work Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all driving at work situations undertaken by our employees.

Many people, such as:

- surveyors;

- delivery drivers;

- taxi drivers;

- health care workers;

- cleaning contractors;

- veterinary surgeons;

- vehicle recovery operators;

- maintenance workers;

- utility workers; and

- those employed in the emergency services routinely use either private or company vehicles in the course of their daily duties.

Please click on these links for a <u>Driving Activities Register</u> and a <u>Driving Activities Register Example</u> or refer to the "Additional Information" section of your Driving at Work.

Minimise, if possible, the requirement to drive at work by using alternative working methods.

Driving at work can be avoided by considering, for example, the use of:

- contractors;

- public transport; or

- technological solutions, such as video conferencing.

Complete a detailed assessment of each driving at work requirement, if the risk cannot be avoided.

The following are the specific driving at work issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. It is a stark statistic that you are 10 times more likely to have an accident whilst driving than while you are in the workplace.

When you drive for work every day, it is easy to overlook some hazards. Here are some tips, covering three specific areas, to help you identify the ones that matter.

- Vehicles - consider:
    - vehicle type;
    - vehicle use;
    - load capacity; and
    - load type.
- Journeys - consider:
    - journey times and distances;
    - the time of day when the journey is undertaken;
    - places to be visited, such as city centres. Think about congestion charging and unfamiliar locations;
    - routes to take or avoid, such as motorways and A roads;
    - traffic reports; and
    - weather conditions.
- Employees - are they:
    - above the minimum age for the vehicle type;
    - medically fit;
    - trained;
    - licensed to be on the public highway (mandatory for most motor vehicles);
    - authorised vehicle owners, where appropriate; and
    - authorised by the employer.
- Ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you.
- Check manufacturers' instructions as they can be very helpful in spelling out the hazards and putting them in their true perspective
- Have a look back at your accident and ill health records. These often help to identify the less obvious hazards.
- Remember to think about long-term health hazards, for example, stress through driver fatigue or muscular skeletal problems from poor posture, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, sales representatives, delivery drivers and other high mileage drivers, pedestrians and other road users.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur.

Some workers have special requirements and may be at particular risk, for example:

- new or expectant mothers

- people with disabilities.

Extra thought will be needed for some hazards:

- fatigue caused by long journeys or travelling beyond normal working time

- fatigue caused by extended travel time due to incidents

- members of the public who could be hurt by your activities.

You will need to think about how the journeys affect others, as well as how their journeys affect your drivers. Talk to them and ask your staff if they can think of anyone or anything you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether, for example, by using public transport or technological solutions?

- if I can't get rid of it, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, such as travelling before or after peak times;

- prevent access to the hazard, for example, plan routes to avoid high volume traffic areas or known accident black spots;

- organise work to reduce exposure to the hazard, for example, provide advanced or defensive driver training, select vehicles based on European New Car Assessment Programme (NCAP) data and ergonomics; and

- provide welfare facilities such as first aid, and enforce, where practical, regular breaks from driving.

Carry out visual, instrument and systems checks of the vehicle daily. The acronym POWER can be a useful prompt for the items to check:

- o P = Petrol (or Diesel)

- o O = Oil

- o W = Water

- o E = Electrics

- o R = Rubber.

Also, on a monthly basis check the Road Fund Licence is in date.

Improving health and safety need not cost a lot. For instance, daily POWER checks of your vehicles, to help prevent accidents and breakdowns, is a low-cost precaution considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- tyre punctures: POWER checks includes tyre condition, staff instructed;

- all drivers to receive defensive driver training; and

- all vehicles subject to routine maintenance in accordance with manufacturers' specifications.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to driving at work;

- considered who might be involved in driving situations and the harm that they might come to;

- introduced control measures to manage all the significant hazards;

- demonstrated that the precautions are reasonable, and the remaining risk is as low as possible; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Driving at Work Policy for access to the Online Management Tools - Risk Assessment Register, Online Management Tools - To Do List and for a Driving Risk Assessment Example.

Develop safe systems of work.

A Driving at Work safe system of work is one where consideration is given to each of the vehicle, journey and employee elements. Examples of Driving at Work safe systems or additional controls might include:

- checking the vehicle's condition prior to making any journey using, for example, the POWER acronym, and recording the findings on the Motor Vehicle Inspection Form;

- checking road, traffic and weather reports before embarking on a journey, planning the routes to be taken during the course of the day; and

- ensuring that drivers are both competent and fit to operate the assigned vehicles (you may need to refer to your Alcohol, Drugs and Substance Misuse Policy).

Click on these links for access to the Motor Vehicle Inspection Form and a Motor Vehicle Inspection Form Example which are also available through the "Additional Information" section of your Driving at Work Policy.

Select vehicle operators according to their competence.

- Ensure that vehicle drivers have the appropriate licence for the vehicles you require them to drive, for example, a Passenger Carrying Vehicle (PCV), Large Goods Vehicle (LGV) or standard UK B class driving licence.

- Select employees, based on their fitness, aptitude and attitude, for training on the specific vehicles you require them to drive.

- Monitor driving standards.

Provide employees with sufficient information, instruction and training on safe driving techniques to ensure their health and safety whilst undertaking tasks.

- Training may include the use of external providers for specialist areas, for example, defensive driving techniques, special vehicle attachments, skid pan.

- Provide refresher training, as and when necessary.

Click on these links for access to a Driving at Work Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example. All of these documents are also available through the "Additional Information" section of your Driving at Work Policy.

Ensure that vehicles are regularly maintained in accordance with the manufacturers' instructions.

- Refer to the manufacturers' vehicle handbooks to plan maintenance and servicing needs.

- Write it down or use the Online Management Tools - To Do List.

Please see the "Additional Information" section of your Driving at Work Policy for access to Defect Report Form and a Defect Report Form Example or click on these links.

Ensure appropriate health checks are made on the individuals performing the tasks and ensure that employees bring to our attention any changes in their own medical conditions.

- Reiterate the importance of health checks and the need for regular monitoring. Line managers are responsible for taking this information into consideration in the risk assessment process for Driving at Work situations.

- Employees must make the employer aware of any changes in their health status that could affect the validity of risk assessments.

Check driving licences at appropriate intervals and keep relevant records.

Ensure your driver's licences are valid by requesting a licence check code from all of your vehicle drivers. They will need access to the [DVLA website (www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency)](www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency) and to click on the 'View your driving licence information' tab. They will then need to provide:

- Driver Licence Number

- National Insurance Number

- Home Postcode (as shown on the licence).

They will be shown their licence information and see a tab 'Share your licence information'. By clicking on this tab, a single-use code will be generated, which is valid for 72 hours, and can be saved as a pdf. They should then provide you with this code and the last 8 digits of their driving licence so you can access their details.

If any of your drivers still hold licences from before the issue of photocards, these paper licences are still valid and a photocopy should be obtained as proof of eligibility to drive.

Periodically review accident records to identify any trends in road-related accidents and ensure that serious injuries are appropriately reported.

- For information on accidents that are road, driver or vehicle related, regularly review accident books, computer-based accident records and/or your records on the NatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Driver and Vehicle Licensing Agency (DVLA)

European New Car Assessment Programme data (NCAP)

Health and Safety Executive (HSE)

Royal Society for the Prevention of Accidents (RoSPA)

Vehicle and Operator Services Agency (VOSA)

Driving Standards Agency Safe Driving for Life

Issue 3

10072013

First Aid

Policy

Introduction

If an employee is injured or suddenly becomes ill, immediate assistance or a call to the emergency services may be needed. Appropriate training for first aiders or appointed persons should be provided, along with appropriate first aid equipment or facilities.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, that suitable first aid arrangements are established and communicated to employees, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Health and Safety (First-Aid) Regulations 1981 (as amended).

Employer Responsibilities

To ensure that first aid arrangements within the company are provided relative to the risk of injury or ill health at work, and that these are clearly communicated throughout the company, we will:

- evaluate the level of first aid provision appropriate for the company;

- provide adequate equipment and facilities;

- provide appropriate training for first aiders;

- ensure that any incidents are logged and investigated, as appropriate;

- ensure that the authorities are notified of an incident when appropriate and in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR); and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- carry out a first aid needs risk assessment;

- provide first aid personnel, equipment and facilities as required;

- communicate details of first aid provision to employees; and

- maintain first aid facilities and equipment.

Additional Information

First Aid Needs Risk Assessment Form

First Aid Needs Risk Assessment Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Appointed First Aiders Record Form

How To Choose A First Aid Kit

Online Management Tools - Incident and Accident Recording Toolkit

Online Management Tools - To Do List

First Aid Guidance Note

First Aid Poster

Issue 3

07102013

Guidance Note

This Guidance Note should be read in conjunction with the First Aid Policy.

Introduction

If an employee is injured or suddenly becomes ill, immediate assistance or a call to the emergency services may be needed. Appropriate training for first aiders or appointed persons should be provided, along with appropriate first aid equipment or facilities.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the First Aid Policy and the information below should be used as an aide memoire for compliance with the procedure.

Carry out a first aid needs risk assessment.

The following are the specific first aid needs issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- a review of existing risk assessments will aid this process as they will have identified how people can be harmed

- walk around your workplace and look at what could reasonably be expected to cause harm

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions or data sheets for equipment and chemicals (they should identify methods of treatment following exposure) as they can be very helpful in spelling out the hazards and putting them in their true perspective

- have a look back at your accident and ill health records. These often help to identify the less obvious hazards

- Remember to think about health conditions with acute reactions, for example, epilepsy, diabetes etc, as well as potential accidents.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in the manufacturing area or others using machinery.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example, shelf stackers may suffer back injuries from repeated lifting of boxes, and slips, trips or falls may cause broken ankles.

Some workers have particular requirements and specific first aid needs, for example, people with:

- allergies

- blood borne diseases

- respiratory sensitisation

- medication that can cause adverse side effects.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- peripatetic employees, lone workers, and those on organised trips away from the normal workplace

- members of the public or service users, if they could be hurt by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

The law requires you to do everything reasonably practicable to provide a sufficient first aid response to preserve life. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing. Think about what facilities and first aid personnel you have in place and how the first aid arrangements are organised. Then compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- are the current first aid facilities and arrangements adequate?

- if they are inadequate, what further provision do I need to make, for example, have I covered absences, antidotes etc?

Improving health and safety need not cost a lot. For instance, a travel first aid kit from a local supermarket for inclusion in vehicles is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- sales reps - first aid travel kit provided and regularly checked

- two people trained as first aiders in the office to cover holidays and absences.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential injuries and ill health scenarios

- considered who might be involved in incidents requiring first aid intervention

- introduced sufficient first aid arrangements to manage all the significant incidents

- demonstrated that the arrangements are reasonable

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more facilities have been provided

- arrangements for training employees on the general first aid at work (FAW) principles

- regular checks to make sure that the first aid arrangements stay in place

- clear responsibilities - who is responsible for first aid training and checking facilities etc and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now and include refresher training dates? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your First Aid Policy for access to the Online Management Tools - To Do List, a First Aid Needs Risk Assessment Form and a First Aid Needs Risk Assessment Example or click on these links.

Provide first aid personnel, equipment and facilities as required.

- Train sufficient employees in first aid at work (FAW). The following table should be used in conjunction with the risk assessment process above to determine the number of first aid personnel and the level of training required.

From your risk assessment, what degree of hazard is associated with your work activities?	How many employees do you have?	What first aid personnel do you need?
Low hazard For example, offices, shops, libraries	Fewer than 25	At least one appointed person
	25-50	At least one appointed person
	More than 50	At least one first aider trained in first aid at work (FAW) for every 100 employed (or part thereof)
Higher hazard For example, light engineering and assembly work, food processing, warehousing, extensive work with dangerous machinery or sharp instruments, construction, chemical manufacture	Fewer than 5	At least one appointed person
	5-50	At least one first aider trained in EFAW or FAW depending on the type of injuries that might occur
	More than 50	At least one first aider trained in FAW for every 50 employed (or part thereof)

- Assess the competence of any organisation you appoint to provide first aid at work training. Further information on how to choose a training provider is available in the [How to Choose a Competent Contractor](#) guide.

- Provide first aid kits with contents appropriate to the numbers of employees present and any others likely to be in the workplace.

- Provide additional facilities as identified in the risk assessment process such as first aid rooms, stretchers, antidotes etc.

Click on these links for access to the [Appointed First Aiders Record Form](#), a [First Aid Needs Risk Assessment Example](#), [Training Needs Analysis Form](#), [Training Needs Analysis Form Example](#) and a [How To Choose A First Aid Kit](#) guide. All of these documents are also available through the "Additional Information" section of your First Aid Policy.

Communicate details of first aid provision to employees.

- At induction make all new starters aware of the arrangements for first aid, for example, the names and means of contact of first aiders, and the location of first aid kits.

- Place notices in work areas with the names of first aiders and locations of first aid kits.

Please see the "Additional Information" section of your First Aid Policy for a [First Aid Poster](#) or click on this link.

Maintain first aid facilities and equipment.

- Periodically inspect first aid kits to ensure that the required contents are present and within date. Replace as necessary. Record inspections and actions taken.

- Inspect first aid rooms and other facilities on a regular basis. Record inspections and actions taken.

Click on this link for access to the [How To Choose A First Aid Kit](#) guide which details the contents required for different sizes and types of first aid kit which is also available from the "Additional Information" section of your First Aid Policy.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Red Cross

Health and Safety Executive (HSE)

St John Ambulance

Issue 4

07102013

Lone Working

Policy

Introduction

Lone workers are defined as employees who undertake work by themselves, without close or direct supervision, on behalf of a company.

The Management of Health and Safety at Work Regulations require employers to assess all risks to the health and safety of their employees. To do this, the company must identify hazards, complete risk assessments and devise and implement safe systems of work to ensure risks are either eliminated or adequately controlled, whilst company business is being undertaken.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our lone working employees while they are at work, and to comply with all relevant legislation, including:

- Health and Safety at Work etc Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that all lone working activities are undertaken safely and that safe systems of work are clearly understood throughout the company, we will:

- identify all lone working activities where there is a risk of injury;

- avoid lone working activities, wherever practicable;

- assess and reduce unavoidable risks;

- provide all employees, including lone workers, with adequate information, instruction and training to enable them to perform their work safely;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all lone working activities undertaken by our employees;

- require a lone working questionnaire to be completed by the relevant manager;

- avoid, wherever possible, lone working activities where employees risk injury;

- complete a detailed risk assessment of each lone working activity if the risk is unavoidable;

- develop safe systems of work;

- inform all employees involved in lone working activities of any possible risks and how these can be avoided;

- provide employees with sufficient information, instruction and training to ensure their health and safety whilst undertaking lone working activities;

- ensure appropriate health checks are made on the individuals performing the tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions; and

- periodically assess accident records including Road Traffic Collisions (RTCs) or insurance records, to identify any trends and ensure that serious injuries are appropriately reported.

Additional Information

Lone Working Activities Register

Lone Working Activities Register Example

Lone Working Questionnaire

Lone Working Questionnaire Example

Online Management Tools - Risk Assessment Register - Activity

Online Management Tools - To Do List

Lone Working Risk Assessment Example

Lone Working Guidance Note

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Lone Working Standard Operating Procedure Example

Lone Working Tool Box Talk

Training Needs Analysis Form

Training Needs Analysis Form Example

Health Monitoring Form

Health Monitoring Form Example

Online Management Tools - Incident and Accident Recording Toolkit

Guidance Note

This Guidance Note should be read in conjunction with the Lone Working Policy.

Introduction

Lone workers are defined as employees who undertake work by themselves, without close or direct supervision, on behalf of a company.

The Management of Health and Safety at Work Regulations require employers to assess all risks to the health and safety of their employees. To do this, the company must identify hazards, complete risk assessments and devise and implement safe systems of work to ensure risks are either eliminated or adequately controlled, whilst company business is being undertaken.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Lone Working Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all lone working activities undertaken by our employees.

Many people routinely work by themselves or at a location some distance away from direct supervision, such as those who:

- work in fixed establishments where only one person works on the premises

- work separately from others

- work outside normal hours

- work away from a fixed base

- work on construction sites

- work in agriculture, horticulture and forestry.

- work as service workers.

Please see the "Additional Information" section of your Lone Working Policy or click on these links for a Lone Working Activities Register and a Lone Working Activities Register Example.

Require a lone working questionnaire to be completed by the relevant manager.

The employee's line manager should complete, sign and date a lone working questionnaire. This will assist you in determining whether your employee falls into the lone working category and will contain information to help you complete your risk assessments.

Click on these links for access to a Lone Working Questionnaire and a Lone Working Questionnaire Example or see the "Additional Information" section of your Lone Working Policy.

Avoid, wherever possible, lone working activities where employees risk injury.

As defined in the hierarchy of controls, the avoidance of risk should always be the first choice where reasonably practicable, for example, working in pairs or altering the hours of work to ensure the safety of other people.

Complete a detailed risk assessment of each lone working activity if the risk is unavoidable.

The following are the specific lone working issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed by reviewing all your operations to see what lone worker situations could reasonably be expected to cause harm, for example, assaults, violence and aggression, fire, ill health, road traffic collisions.

- Talk to your employees or their representatives to ensure that you have identified all the tasks and situations involving lone working

- Check manufacturers' instructions or data sheets for chemicals and equipment as they can be very helpful in identifying hazards relating to lone worker situations

- Look back at your accident records as these can help to identify hazards or lone worker situations that you may have overlooked.

Step 2 Decide who might be harmed and how

Who

For example: petrol station attendants, shop workers, home workers, cleaners, security personnel, maintenance and repair engineers, vehicle recovery personnel, painters and decorators, agricultural, horticultural and forestry workers, rent collectors, postal and delivery workers, social workers, home helps, district nurses, pest control workers, drivers, engineers, architects, estate agents, sales representatives etc.

How

By or through: physical or verbal assault, falls, acute illness, Road Traffic Collisions (RTCs), electric shock, fires, injury from machinery, being stranded or otherwise unable to call for help.

Step 3 Evaluate the risks and decide on precautions

Having identified the hazards, you then need to decide what, if anything you could do about them. The law requires you to do everything reasonably practicable to protect people from harm. The easiest way to do this is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the lone worker situation is managed. Then, compare this with the good practice and see if there's more you should be doing to protect your employees. In asking yourself this, consider:

- can I eliminate the hazard altogether by, for example, working in pairs or altering hours of work?

- if I can't, can I reduce and manage the risks so that harm is less likely or less severe? This could be achieved, for example, by providing panic alarm systems and training in de-escalation techniques.

When controlling risks, apply the principles below, if possible in the following order:

- try a safer option, for example, switch to using a less hazardous chemical or arrange a meeting in a more public place

- organise work to reduce exposure to the hazard by, for example, implementing safe systems of work such as, restricting activities during lone working i.e. no working at height etc or having regular communication with an appropriate person who could raise an alarm, if necessary

- issue Personal Protective Equipment (PPE), for example, wet weather clothing, stab vests, footwear, goggles etc

- provide or make arrangements for welfare facilities, for example, first aid, washing and sanitary facilities.

Improving health and safety need not cost a lot. For instance, placing a signing in and out board in the office with details of the address being visited and the expected return time is a low-cost precaution. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Implementing and maintaining the control measures identified in your risk assessment will make a positive difference to looking after people and your business.

Risk assessments should be written in simple language, avoiding jargon. They must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to lone working

- considered who might be involved in lone working situations and the harm that they might come to

- introduced control measures to manage all the significant lone working hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good action plan often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Lone Working Policy for access to the Online Management Tools - Risk Assessment Register and the Online Management Tools - To Do List and a Lone Working Risk Assessment Example or click on these links.

Develop safe systems of work.

- A safe system of work for lone workers is one where the individuals concerned have backup and signing in and out systems so that their whereabouts and state of health are known and monitored at a frequency relevant to the risk. Examples of lone worker systems or additional controls might include:
  - o phoning the office on arrival at a remote location, periodically during time at the location and on departure
  - o providing employees with panic alarm systems or mobile phones
  - o providing employees with contact telephone numbers and other details for local emergency services
  - o providing first aid kits
  - o the line manager having access to diaries for meetings, appointments etc. Diaries must be maintained by lone worker employees
  - o in and out boards, supported by diary information.

- Employees working abroad can present additional lone worker management problems. Please contact your consultant or the advice line for additional assistance in determining the necessary control measures.

Please see the "Additional Information" section of your Lone Working Policy click on these links for a guide on How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure template and a Lone Working Standard Operating Procedure Example.

Inform all employees involved in lone working activities of any possible risks and how these can be avoided.

- Make available and discuss the relevant risk assessment and train employees in the safe systems adopted.

Provide employees with sufficient information, instruction and training to ensure their health and safety whilst undertaking lone working activities.

- Training may include the use of external providers for specialist areas, for example, use of panic alarms, break away techniques, de-escalation techniques, control and restraint, self defence etc.

Click on these links for access to a Training Needs Analysis Form and a Training Needs Analysis Form Example which are also available from the "Additional Information" section of your Lone Working Policy.

Ensure appropriate health checks are made on the individuals performing the tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions.

- Reiterate the importance of health checks and the need for regular monitoring. Line managers are responsible for taking this information into consideration in the risk assessment process for lone working situations.

- Employees must make the employer aware of any changes in their health status that could affect the validity of risk assessments.

Please see the "Additional Information" section of your Lone Working Policy for a Health Monitoring Form and a Health Monitoring Form Example or click on these links.

Periodically assess accident records including Road Traffic Collisions (RTCs) or insurance records, to identify any trends and ensure that serious injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records and your records on the NatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are lone worker related.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Foreign and Commonwealth Office

Health and Safety Executive (HSE)

Suzy Lamplugh Trust

Issue 2

05112012

New and Expectant Mothers

Policy

Introduction

An employee is described as a new or expectant mother if she:

- is pregnant

- has, within the previous six months, given birth (that is, been delivered of a living or, after 24 weeks of pregnancy, a stillborn child)

- is breastfeeding.

Employers are required to protect the health and safety at work of all employees, including new and expectant mothers.

The Management of Health and Safety at Work Regulations require employers to assess risks to their employees, including new and expectant mothers, and to do what is reasonably practicable to control those risks.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our new or expectant mother employees while they are at work, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that safe systems of work are clearly understood throughout the company, with regard to all new or expectant mothers, we will:

- identify all work activities where there is a risk of injury to new or expectant mothers

- assess and reduce unavoidable risks

- provide employees with adequate information, instruction and training to enable them to perform their work safely

- ensure that adequate resources are made available to fulfil the requirements of this policy

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify and record all work activities which could affect the health and safety of a new or expectant mother, or her child

- complete a detailed risk assessment of each new or expectant mother's activity if the risk is unavoidable

- provide new and expectant mothers with sufficient information, instruction and training to ensure their health and safety during their pregnancy and during the breastfeeding period; and

- ensure that new and expectant mothers bring to our attention any changes in their physical condition or the status of the pregnancy

Additional Information

New and Expectant Mothers Activities Register

New and Expectant Mothers Activities Register Example

New and Expectant Mothers Guidance Note

Online Management Tools - Risk Assessment Register - Activity

Online Management Tools - To Do List

New and Expectant Mothers Risk Assessment Example

New and Expectant Mothers Tool Box Talk

Training Needs Analysis Form

Training Needs Analysis Form Example

Health Monitoring Form

Health Monitoring Form Example

Guidance Note

This Guidance Note should be read in conjunction with the New and Expectant Mothers Policy.

Introduction

An employee is described as a new or expectant mother if she:

- is pregnant

- has, within the previous six months, given birth (that is, been delivered of a living or, after 24 weeks of pregnancy, a stillborn child)

- is breastfeeding.

Employers are required to protect the health and safety at work of all employees, including new and expectant mothers.

The Management of Health and Safety at Work Regulations require employers to assess risks to their employees, including new and expectant mothers, and to do what is reasonably practicable to control those risks.

Procedural Steps

The text in **bold italics** is the steps taken directly from the New and Expectant Mothers Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify and record all work activities which could affect the health and safety of a new or expectant mother, or her child.

- There are a number of activities which could potentially affect a new or expectant mother, or a newborn child that is being breastfed, for example:

  - lifting and carrying

  - working with chemicals/biological agents

  - mobile workers

  - working with animals

  - prolonged periods at a computer workstation.

Please see the "Additional Information" section of your New and Expectant Mothers Policy or click on these links for New and Expectant Mothers Activities Register and a New and Expectant Mothers Activities Register Example. You will also find a Health Monitoring Form and a Health Monitoring Form Example here as well. You may also need to refer to other policies and guidance notes according to the work activities identified.

Complete a detailed risk assessment of each new or expectant mother's activity if the risk is unavoidable.

The following are the specific new and expectant mother issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how new or expectant mothers could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm

- ask your new or expectant mothers or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions or safety data sheets for chemicals (look for the hazard statements H360 to H362 inclusive) and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective

- have a look back at your accident and ill health records as these often help to identify the less obvious hazards

- Remember to think about long-term health, as well as safety, hazards for both mother and child.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about whether the mother, child or both might be harmed: it will help you to identify the best way of managing the risk.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example, a chemical with the risk phrase code R63 may cause harm to the unborn child.

Remember, too, members of the public, if they could be hurt by your activities. For example, if lambing is underway at a petting zoo, there is the potential for contact with toxoplasma or chlamydia, both of which could cause abortion.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your new and expectant mothers. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I find alternative work for the new or expectant mother during pregnancy or breastfeeding?

- if I can't, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, restrict travel at peak times to reduce the potential for stress

- organise work to reduce exposure to the hazard, for example, by increasing rest periods or altering workstations by providing sit or stand stools

- provide welfare facilities, for example, for increased rest periods or for expressing milk.

Improving health and safety need not cost a lot. Altering shift timings or increasing rest breaks to reduce exposure to a hazard are low-cost precautions, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- stress through driving at peak rush hour times - alter travel or shift patterns

- exposure to a chemical with the risk phrase code R63 - new and expectant mothers not permitted to work on processes involving this chemical. Alternative work will be found without the potential for exposure to this chemical.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to new and expectant mothers

- considered who might be of childbearing age and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is as low as possible

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- solutions that could be put into place for the benefit of future new and expectant mothers

- arrangements for training new and expectant mothers on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set review dates for each trimester of the pregnancy and every two months during breastfeeding periods (usually six to nine months) as a minimum for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your New and Expectant Mothers Policy for access to the Online Management Tools - Risk Assessment Register and the Online Management Tools - To Do List and a New and Expectant Mothers Risk Assessment Example or click on these links.

Provide new and expectant mothers with sufficient information, instruction and training to ensure their health and safety during their pregnancy and during the breastfeeding period.

- Training may include briefing the new and expectant mothers on the outcomes of the risk assessment and any additional controls identified as being required to protect them and their unborn or newborn child.

Click on these links for a New and Expectant Mothers Tool Box Talk, a Training Needs Analysis Form, and a Training Needs Analysis Form Example. You can also access these from the "Additional Information" section of your New and Expectant Mothers Policy.

Ensure that new and expectant mothers bring to our attention any changes in their physical condition or the status of the pregnancy.

- Ensure that good communication is maintained with any new and expectant mother and that, where necessary, conversations can be held in private.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Security and Visitors

Policy

Introduction

Parents, contractors and visitors may be unfamiliar with the surroundings so it is therefore important that risks that may affect these groups are controlled.

Pupils are vulnerable persons and access to the premises must be strictly controlled to protect them from the risks or un-authorised persons gaining access to the school premises.

There are potentially a number of different types of visitor-

- Invited Visitors (parents etc.)

- Unauthorised Visitors (trespass)

- Temporary/Volunteer Workers

- Contractors

- Official Visitors (inspectors, emergency services etc.)

The nature of the schools has the potential to expose employees and others to risks associated with visitors/security of our premises. Employers and employees can effectively manage these risks and their interaction with health and safety.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to security, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that the risk of exposure to non-ionising radiation is reduced as much as possible, and that our policy will be clearly understood throughout the company, we will:

- ensure that an assessment of the risks to employees and others is carried out and additional control measures implemented as required

- consulting with employees regarding visitors/security

- providing appropriate training for employees

- arrange for any equipment provided for the purposes of security to be appropriately maintained and where necessary tested;

- arrange training for employees to ensure that monitoring, safe systems of work and the outcomes of risk assessments are understood;

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all activities where there is a risk of accidents/incidents/injury/harm from visitors/security issues.

- undertake risk assessments taking into account suitable arrangements to control entry and exit from the premises for both visitors and pupils and ensure that procedures minimise the risk of unauthorised visitors accessing our premises

- use a signing in/out book or equivalent to ensure we know who is on site at all times;

- provide information on for example emergency, fire, accident and first aid procedures at the entrance to our premises;

- ensure our premises external areas are suitably fenced and gated to ensure the safety and security of employees and pupils; and

- Ensure all fencing, doors, gates and other equipment provided for security are regularly checked and maintained in good order.

Additional Information

The Suzy Lamplugh Trust

Security and Visitors Toolbox Talk

Guidance Note

This Guidance Note should be read in conjunction with the Security and Visitors Policy.

Introduction

Parents, contractors and visitors may be unfamiliar with the surroundings so it is therefore important that risks that may affect these groups are controlled.

Pupils are vulnerable persons and access to the premises must be strictly controlled to protect them from the risks or un-authorised persons gaining access to the school premises.

There are potentially a number of different types of visitor-

- Invited Visitors (parents etc.)

- Unauthorised Visitors (trespass)

- Temporary/Volunteer Workers

- Contractors

- Official Visitors (inspectors, emergency services etc.)

The nature of the schools has the potential to expose employees and others to risks associated with visitors/security of our premises. Employers and employees can effectively manage these risks and their interaction with health and safety.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Radiation - Non-Ionising Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all activities where there is a risk of accidents/incidents/injury/harm from visitors/security issues.

Look to see where what activities involve persons other than school staff and pupils who require access to the school premises for example:

- equipment maintenance

- building maintenance

- transport operators for school excursions.

Determine the checks that are required of contractors and other visitors prior to admission to the premises for example DBS checks.

If it is not practical to have checks carried out prior to permitting contractors on site determine how the contractors will be escorted whilst on site and which areas they will be permitted.

Undertake risk assessments taking into account suitable arrangements to control entry and exit from the premises for both visitors and pupils and ensure that procedures minimise the risk of unauthorised visitors accessing our premises

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Step 1 Identify the hazards

First, you need to work out how people could be harmed by reviewing all of your operations and activities and deciding on the types of harm/injury that could occur. When you work in a place every day it is easy to overlook hazards so adhere to the following-

- Walk around your school and the perimeter and look at what could reasonably be expected to cause an accident/harm or be an area.

- Ask your employees what they think. They may have noticed things that are not immediately obvious to you.

- Check that the visitor's book is completed properly and up to date.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed and what incidents might occur so you can identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people- see above list for types of visitor, and also of course, pupils and employees.

In each case, identify how harm/injury might occur and those who may be harmed.

Some employees and pupils may be at particular risk-

- New and young workers

- New or expectant mothers

- People with disabilities or health conditions.

Remember to include-

- Cleaners, visitors, contractors, maintenance workers etc. who may not be in the workplace all the time

- Members of the public, if they could be harmed/affected by your work activities and pupils.

Step 3 Evaluate the risks and decide on precautions

Having identified the hazards, you then have to decide what, if anything, to do about them. The law requires you to do everything reasonably practicable to protect people from harm. Compare what you are doing with good practice.

Consider-

- Suitable arrangements must be in place to control entry and exit from the premises for both employees, pupils and visitors and ensure that procedures minimise the risk of unauthorised visitors accessing the premises. Key pads/fobs etc. to control entry/exit or some other secure means must be employed.

- If necessary alarm fire exit doors so that employees are aware if a pupil or other person has opened the door.

- Provide CCTV around the premises.

- Provide security lighting around the premises.

- The use of a signing in/out book- this should be checked daily to ensure that it is being properly completed.

- Display information on emergency/fire /first aid procedures at the entrance to the premises- and in each room.

- The premises external areas should be suitably fenced and gated to ensure the safety and security of pupils, visitors and employees. Doors and gates should be regularly checked and maintained in good order.

- Safe working arrangements are implemented and procedures are in place for monitoring the activities of employees.

Improving health and safety need not cost a lot. For instance, checking the visitor's book and employee training are low cost precautions, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve employees so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a positive difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with employees encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful so that you can review it at a later date if, for example, something changes.

You need to be able to show that you have-

- identified all the potential hazards relating to security/visitors

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is as low   as possible

If you have identified a number of control measures, make an action plan to deal with the most important things first.

Step 5 Review your risk assessment and update if necessary

When you are running a school it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Use a signing in/out book or equivalent to ensure we know who is on site at all times

Ensure that a visitors' book or other suitable system is in place for recording all visitors to the school. Details included should include:

- name of visitor

- date and time of entry and time of departure

- employer details if relevant

- person visitor meeting

- car registration if relevant

- confirmation of DBS checks

- acceptance of compliance with site health, safety and security rules

Other information that may be relevant might include:

- reason for visit

- Confirmation of sight of asbestos register

- Need for hot works permit to be completed and authorised.

Once the visitor has been signed in and authorised a badge or other means of identification of the individual as an authorised visitor should be provided. The visitor should be advised that the badge must be worn at all times whilst on the premises and returned to reception prior to departure.

Provide information on for example emergency, fire, accident and first aid procedures at the entrance to our premises;

Ensure that when a visitor signs in they confirm that they have seen, read and understood the emergency, fire evacuation, accident reporting and first aid procedures for the site.

Ensure our premises external areas are suitably fenced and gated to ensure the safety and security of employees and pupils.

Provide suitable anti climb security fencing around the full perimeter of the school.

Where entrances and exits from the school are required provide gates that are on key coded or perhaps controlled electronically from the reception area.

Ensure all fencing, doors, gates and other equipment provided for security are regularly checked and maintained in good order.

Establish a system of daily, weekly and monthly routine checks for all perimeter fencing and access, egress facilities.

Any faults identified with the facilities must be recorded and action taken as soon as possible to ensure the security of the premises.

If CCTV systems and/or alarm systems are present then routine maintenance checks in accordance with the manufacturers' recommendations must be established and adhered to.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

The Suzy Lamplugh Trust

Security and Visitors Toolbox Talk

Trainees and Work Experience

Policy

Introduction

Trainee and work experience programmes represent a significant step in preparing young people and children, under the minimum school leaving age (MSLA), for adult and working life. Not only do they introduce them to the workplace they also provide an opportunity to foster an early understanding of the importance of health and safety, and to influence the attitudes of the future workforce.

Periods of work experience and work-based learning will be the first time that most young people experience the work environment. During these placements, potential key risks for young people may arise because of their lack of experience and immaturity, resulting in their unawareness of how to raise concerns. They may be eager to impress and take unnecessary risks. Because they may not have reached physical maturity, their strength may be insufficient for the undertaking. However, with good preparation, organisation and communication of placement arrangements and trainee programmes, these opportunities can be rewarding and safe.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our trainees and work experience students while they are at work, in relation to all activities or operations they are tasked with carrying out, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

Employer Responsibilities

To ensure that all tasks and operations carried out by trainees and work experience students are undertaken safely and that our policy will be clearly understood throughout the company, we will:

- identify all tasks and situations where there is a risk of injury to the trainees and work experience students;

- restrict the activities undertaken by trainees and work experience students;

- assess and reduce unavoidable risks and communicate the findings, on request, to parents, guardians or others responsible for the trainees and work experience students;

- provide trainees and work experience students with adequate information, instruction and training to enable them to perform their work safely;

- provide high levels of supervision for trainees and work experience students and monitor their work;

- communicate effectively with training, and other appropriate, organisations, work experience organisers, parents, guardians or others responsible for the trainees and work experience students;

- record and report accidents etc in accordance with RIDDOR;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- inform our insurance company of our intention to run trainee and work experience placements;

- identify how many trainee and work experience students we have in our workplace;

- identify all tasks, operations and activities undertaken by our trainees and work experience students;

- complete a detailed assessment of each task or operation if the risk is unavoidable;

- inform parents, guardians or others responsible for trainees and work experience students below MSLA, of key findings of risk assessments and the control measures we have taken;

- provide trainees and work experience students with sufficient information, instruction and training to ensure their health and safety whilst undertaking tasks;

- provide suitable levels of supervision;

- liaise closely with the training organisation or work experience organiser to ensure their satisfaction with our management of health and safety; and

- periodically assess accident records to identify any trends in accidents relating to trainees or work experience students and ensure that serious injuries are appropriately reported.

Additional Information

[Trainees and Work Experience Students Activities Register](#)

[Trainees and Work Experience Students Activities Register Example](#)

[Online Management Tools - Risk Assessment Register](#) - Activity

[Online Management Tools - Incident and Accident Recording Toolkit](#)

[Trainees and Work Experience Students Risk Assessment Example](#)

Trainees and Work Experience Students Guidance Note

[Training Needs Analysis Form](#)

[Training Needs Analysis Form Example](#)

[Trainees and Work Experience Students Tool Box Talk](#)

[Induction Training Record](#)

[Induction Training Record Example](#)

[Trainees and Work Experience Students - Information Sheet](#)

[Insurance Notification Letter Template](#)

[Insurance Notification Letter Example](#)

[Trainees and Work Experience Students Monitoring Form](#)

[Trainees and Work Experience Students Monitoring Example](#)

Issue 2

28102013

Guidance Note

This Guidance Note should be read in conjunction with the Trainees and Work Experience Policy.

Introduction

Trainee and work experience programmes represent a significant step in preparing young people and children, under the minimum school leaving age (MSLA), for adult and working life. Not only do they introduce them to the workplace they also provide an opportunity to foster an early understanding of the importance of health and safety, and to influence the attitudes of the future workforce.

Periods of work experience and work-based learning will be the first time that most young people experience the work environment. During these placements, potential key risks for young people may arise because of their lack of experience and immaturity, resulting in their unawareness of how to raise concerns. They may be eager to impress and take unnecessary risks. Because they may not have reached physical maturity, their strength may be insufficient for the undertaking. However, with good preparation, organisation and communication of placement arrangements and trainee programmes, these opportunities can be rewarding and safe.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Trainees and Work Experience Policy and the information below should be used as an aide memoire for compliance with the procedure.

Inform our insurance company of our intention to run trainee and work experience placements.

- Upon deciding to make an offer of employment to a person under the age of 18, send an insurance notification letter to your Employers' Liability Insurer.

- When your insurer has agreed to the employment of the individual or the work experience placement, the offer can be made.

Please see the 'Additional Information' section of your Trainees and Work Experience Policy or click on these links for access to an Insurance Notification Letter Template and a Insurance Notification Letter Example.

Identify how many trainees and work experience students we have in our workplace.

- Review all departments to check the number of trainees and work experience students in the workplace.

- Liaise with departmental managers etc. in order to plan future recruitment of trainees and work experience students.

Identify all tasks, operations and activities undertaken by our trainees and work experience students.

- Where a trainee or work experience programme is in place, you must identify each of the tasks, process and activities that may involve trainees or students on work experience

- You need to identify all the activities that you may request a trainee or work experience student to carry out. These may include, but are by no means limited to:

  o data entry and other computer-based activities

  o general office tasks

  o post room work

  o light assembly work

  o small animal husbandry

  o hairdressing and beauty work

  o childcare work

  o care home work

  o retail outlets etc.

- Record each of the activities on the Trainees and Work Experience Students Activities Register Trainees and Work Experience Students Activities Register.

Please see the 'Additional Information' section of your Trainees and Work Experience Policy for a Trainees and Work Experience Students Activities Register and a Trainees and Work Experience Students Activities Register Example or you can click on the links.

Complete a detailed assessment of each task or operation if the risk is unavoidable.

The following are the specific trainee and work experience issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how trainees and work experience students could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm to a trainee or work experience student

- ask your employees or their representatives and supervisors what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions or data sheets for chemicals and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective

- look back at your accident and ill health records as these often help to identify the less obvious hazards

- remember to think about long-term health hazards, for example, high noise levels or exposure to harmful substances, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about how the trainee or work experience student may be harmed, that is, what type of injury or ill health might occur. For example, a young person may suffer back injury from unsupervised lifting of objects. This will help you to identify the best way of managing the risk.

Trainees and work experience students have particular requirements, and their lack of familiarity, maturity, physical development and risk awareness may cause additional risks in the workplace.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider whether you can get rid of the hazard altogether by:

- restricting or prohibiting activities undertaken by trainees and work experience students under MSLA to ensure they never carry out inappropriate tasks. Such tasks include those which:
  - cannot be adapted to meet any physical or mental limitations
  - expose them to substances which are toxic or carcinogenic
  - expose them to radiation
  - involve extreme heat, noise or vibration.

- ensuring that young people only undertake restricted activities, as outlined above, in special circumstances:
  - if the work is necessary for their training
  - if the work is properly supervised by a competent person
  - where the risks are reduced to the lowest level possible.

If you can't get rid of the risk altogether, see if you can control the risks so that harm is unlikely.

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, switch to using a less hazardous chemical

- prevent access to the hazard, for example, by guarding it

- organise work to reduce exposure to the hazard. You could, for example, put barriers between pedestrians and traffic

- issue personal protective equipment (PPE), for example, clothing, footwear, goggles etc

- provide welfare facilities such as first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. For instance, providing competent supervision for your trainees and work experience students is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, parents, guardians or others responsible for trainees and work experience students, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- exposure to hazardous substances - trainee prohibited from carrying out this activity

- use of basic tools and equipment - additional training provided and close supervision provided.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to trainees and work experience students

- considered who might be involved in trainee and work experience situations and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the 'Additional Information' section of your Trainees and Work Experience Policy for links to the Online Management Tools - Risk Assessment Register, Online Management Tools - To Do List and a Trainees and Work Experience Students Risk Assessment Example.

Inform parents, guardians or others responsible for trainees and work experience students below MSLA, of key findings of risk assessments and the control measures we have taken.

- You do not have to provide this information in writing, and in the case of work experience students you may ask the work experience organiser or training provider to help you provide information for parents, guardians etc.

Provide trainees and work experience students with sufficient information, instruction and training to ensure their health and safety whilst undertaking tasks.

- It is good practice for trainees and work experience students to be provided with the same level of health and safety information, instruction and training as for all workers.

- Training may include a more detailed health and safety induction process using the results of your risk assessment process. The process should incorporate the following aspects:
  - identifying hazards, risks and controls
  - identifying your own health and safety responsibilities
  - identifying key health and safety staff members
  - recording the emergency procedures currently in place
  - identifying applicable safe work procedures
  - identifying applicable prohibitions and restrictions.

- This could also include utilising the health and safety elements of any vocational training course that your trainee or work experience student may be following.

Please click on the links or see the 'Additional Information' section of your Trainees and Work Experience Policy for a Trainees and Work Experience Students Tool Box Talk and a Training Needs Analysis Form with a Training Needs Analysis Form Example.

Provide suitable levels of supervision.

- Ensure that supervisors are competent in their roles and that they are able to:
  - demonstrate the correct procedure to the trainee or work experience student, if necessary, at a slow pace
  - allocate tasks according to an individual's capability and provide direct supervision until they are competent
  - check the trainee's or work experience student's understanding of the correct procedure and necessary precautions

- o observe the trainee's or work experience student's performance and repeat the demonstration, if necessary, to reinforce understanding

- o inform the trainee or work experience student of where they can get help or advice in their absence and what to do if they are unsure about anything

- o ensure trainees and work experience students are aware of emergency procedures.

- o issue any written safe work procedures and protective equipment or clothing associated with the task.

Liaise closely with the training organisation or work experience organiser to ensure their satisfaction with our management of health and safety.

- Co-operate with any health and safety inspection required by the training organisation or work experience organiser. This will normally be completed prior to the funding of the training or work experience programme.

Periodically assess accident records to identify any trends in accidents relating to trainees or work experience students and ensure that serious injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records and your records on the NatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are trainee or work experience related.

- You may also be required to share information with the training organisation or work experience organiser about any accidents or incidents involving a trainee or work experience student.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Young People's Learning Agency

Issue 2

05112012

Violence and Aggression

Policy

Introduction

Work-related violence and aggression is defined by the Health and Safety Executive as: 'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. Cases of violence and aggression in the workplace are most commonly seen in jobs where there is interaction with the public.

Both employers and employees have an interest in reducing workplace violence. For employers, violence can lead to poor morale and poor image for the organisation, making it difficult to recruit and keep staff. It can also mean extra costs with absenteeism, higher insurance premiums and compensation payments. For employees, violence can cause pain, distress and even disability and death. Physical attacks are obviously dangerous but serious persistent verbal abuse or threats can also damage employees' health through anxiety and stress.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to exposure to violence and aggression, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that all activities are undertaken safely and that safe systems of work are clearly understood throughout the company, we will:

- identify all tasks and situations where there is a risk of injury from violence or aggression;

- avoid high risk tasks wherever practicable;

- assess and reduce unavoidable risks;

- provide employees with adequate information, instruction and training to enable them to perform their work safely;

- inform all employees where there is a risk of violence or aggression and how these situations can be managed or avoided; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all workplace operations and activities undertaken by our employees where there are potential risks of violence and aggression;

- complete a detailed assessment of each workplace task or operation where there is a risk of violence or aggression;

- develop safe systems of work;

- inform all employees, who are carrying out tasks or operations where there are potential risks of violence and aggression, of those risks and how they can be avoided;

- provide employees with sufficient information, instruction and training on violence and aggression;

- ensure appropriate health checks are made on the individuals performing the tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions; and

- periodically assess accident records to identify any trends in workplace violent or aggressive accidents and ensure that serious injuries are appropriately reported.

Additional Information

Potential Violence and Aggression Situations Register

Potential Violence and Aggression Situations Register Example

Online Management Tools - To Do List

Online Management Tools - Risk Assessment Register - Activity

Violence and Aggression Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Violence and Aggression Standard Operating Procedure Example

Violence and Aggression Tool Box Talk

Training Needs Analysis Form

Training Needs Analysis Form Example

Health Monitoring Form

Health Monitoring Form Example

Online Management Tools - Incident and Accident Recording Toolkit

Violence and Aggression Guidance Note

Guidance Note

This Guidance Note should be read in conjunction with the Violence and Aggression Policy.

Introduction

Work-related violence and aggression is defined by the Health and Safety Executive as: 'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. Cases of violence and aggression in the workplace are most commonly seen in jobs where there is interaction with the public.

Both employers and employees have an interest in reducing workplace violence. For employers, violence can lead to poor morale and poor image for the organisation, making it difficult to recruit and keep staff. It can also mean extra costs with absenteeism, higher insurance premiums and compensation payments. For employees, violence can cause pain, distress and even disability and death. Physical attacks are obviously dangerous but serious persistent verbal abuse or threats can also damage employees' health through anxiety and stress.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Violence and Aggression Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all workplace operations and activities undertaken by our employees where there are potential risks of violence and aggression.

Many people routinely work in situations where there is a risk of violence or aggression, such as those who work:

- in the security industry, for example, door personnel

- in the care sector, for example, working with clients who have dementia or are within the autistic spectrum

- in education

- in the retail sector dealing with members of the public

- in the health care sector

- in the social care sector.

Please click on the links or see the 'Additional information' section of your Violence and Aggression Policy for a [Potential Violence and Aggression Situations Register](#) and a [Potential Violence and Aggression Situations Register Example](#).

Complete a detailed assessment of each workplace task or operation where there is a risk of violence or aggression.

The following are the specific violence and aggression issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and consider if violent or aggressive situations could arise

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- look back at your accident and ill health records as these often help to identify the less obvious hazards

- remember to think about long-term health hazards, for example, the increase in absences due to stress or stress-related illnesses, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, night watchmen on security detail or one to one supervisors for autistic pupils in schools.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur, for example, a night watchman suffering a head injury from assault by a trespasser.

Remember some workers have special requirements and may be at particular risk:

- new and young workers

- new or expectant mothers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be involved in a violent or aggressive situation.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the possible situations where violence or aggression may occur, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, only working in pairs

- organise work to reduce exposure to the hazard. For example, you could put glass partitions in a banking hall to prevent contact between the service user and staff member

- issue personal protective equipment (PPE), for example, stab vests, helmets, personal attack alarms etc

- provide access to first aid facilities and medical assistance.

Improving health and safety need not cost a lot. For instance, providing stab vests is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- stab wounds following assault - provision of stab vests

- risk of assault by a service user - provide all staff with training in de-escalation techniques.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to violence and aggression

- considered who might be involved in violent and aggressive situations and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those situations where violence and aggression can occur causing injuries or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from violent or aggressive situations which have arisen? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Violence and Aggression Policy for access to the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a Violence and Aggression Risk Assessment Example or click on the links.

Develop safe systems of work.

- A safe system of work for individuals who may be involved in violent or aggressive situations could be one where they have backup and reporting-in systems. This would mean that their whereabouts and state of health would be known and monitored at a frequency relevant to the risk. Examples of systems or additional controls for protection against violent or aggressive situations might include:

  o providing staff with training on de-escalation techniques or restraint methods, where appropriate

  o providing employees with clear instructions on what actions to take if they feel threatened in any way

  o Invac/lock down procedures

  o providing employees with panic alarm systems, mobile phones

  o providing employees with telephone numbers and other details for local emergency services

  o providing first aid kits

  o the line manager having access to diaries, which must be maintained by all employees, for meetings and appointments etc.

You will find links to a How to Write a Safe System of Work (including Standard Operating Procedure) guide, a Standard Operating Procedure template and Violence and Aggression Standard Operating Procedure Example in the "Additional Information" section of your Violence and Aggression Policy or you can click on these links.

Inform all employees, who are carrying out tasks or operations where there are potential risks of violence and aggression, of those risks and how they can be avoided.

- Make available and discuss the relevant risk assessment and train employees in the safe systems adopted.

Provide employees with sufficient information, instruction and training on violence and aggression.

- Training may include the use of external providers for specialist areas, for example, the use of panic alarms, break away techniques, de-escalation techniques, control and restraint, self defence etc

Please click on these links or see the "Additional Information" section of your Violence and Aggression Policy for access to a Violence and Aggression Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example.

Ensure appropriate health checks are made on the individuals performing the tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions.

- Reiterate the importance of health checks and the need for regular monitoring. Line managers are responsible for taking this information into consideration in the risk assessment process for those working in violent and aggressive situations.

- Employees must make the employer aware of any changes in their health status that could affect the validity of risk assessments.

Please see the "Additional Information" section of your Violence and Aggression Policy for a Health Monitoring Form and a Health Monitoring Form Example.

Periodically assess accident records to identify any trends in workplace violent and aggressive accidents and ensure that serious injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records and your records on the NatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are violence or aggression related.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Security Industry Authority (SIA)

Suzy Lamplugh Trust

Issue 2

05112012

Volunteer Workers

Policy

Introduction

A volunteer is someone who freely commits their time and energy for the benefit of others, through personal choice and without expectation of financial reward, except for the payment of actual out-of-pocket expenses. Voluntary work can help people gain new skills, meet new people and enjoy themselves. Like all activities though, it can involve risk. Every day, people are injured; sometimes seriously, sometimes fatally, while doing paid or unpaid work.

Despite the increasing importance of volunteering, and it is estimated that about 22 million people volunteer each year, the legal obligations of organisations towards their volunteers, with regard to health and safety, are less clear than they are for employees. Nevertheless, organisations do have legal obligations towards their volunteers, and it is clearly good practice to treat volunteers with equal consideration when it comes to health and safety.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our volunteers while they are at work, in relation to all activities or operations they are tasked with carrying out, and to comply with all relevant legislation, including:

• Health and Safety at Work etc. Act 1974

• Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that all tasks and operations carried out by volunteers are undertaken safely, and that our policy will be clearly understood throughout the company, we will:

• identify all tasks and situations where there is a risk of injury to the volunteer;

• avoid high risk tasks, wherever practicable;

• assess and reduce unavoidable risks;

• provide safe plant and equipment, including personal protective equipment (PPE), for volunteers to use;

• provide volunteers with adequate information, instruction and training to enable them to perform their work safely;

• ensure that adequate resources are made available to fulfil the requirements of this policy; and

• review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all tasks, operations and activities undertaken by our volunteers;

- complete a detailed assessment of each task or operation if the risk is unavoidable;

- develop safe systems of work;

- inform all volunteers carrying out tasks or operations of any possible risks and how these can be avoided;

- provide volunteers with sufficient information, instruction and training to ensure their health and safety, whilst undertaking tasks;

- ensure that all work equipment provided is regularly maintained according to the manufacturers' instructions;

- ensure appropriate health checks are made on the volunteers performing the tasks, especially vulnerable people, and that volunteers bring to our attention any changes in their own medical conditions; and

- periodically assess accident records to identify any trends in accidents and ensure that serious injuries are appropriately reported.

Additional Information

Volunteer Tasks, Operations and Activities Register

Volunteer Tasks, Operations and Activities Register Example

Online Management Tools - Risk Assessment Register - Activity

Online Management Tools - To Do List

Volunteer Activities Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Volunteer Activities Standard Operating Procedure Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Volunteers - Information Sheet

Volunteers - Supervisors Information Sheet

How to Choose a Competent Contractor

Work Equipment Inspection Form

Work Equipment Inspection Form Example

Maintenance Schedule Form

Maintenance Schedule Example

Volunteer Working Guidance Note

Health Monitoring Form

Health Monitoring Form Example

Online Management Tools - Incident and Accident Recording Toolkit

Issue 2

14052012

Guidance Note

This Guidance Note should be read in conjunction with the Volunteer Workers Policy.

Introduction

A volunteer is someone who freely commits their time and energy for the benefit of others, through personal choice and without expectation of financial reward, except for the payment of actual out-of-pocket expenses. Voluntary work can help people gain new skills, meet new people and enjoy themselves. Like all activities though, it can involve risk. Every day, people are injured; sometimes seriously, sometimes fatally, while doing paid or unpaid work.

Despite the increasing importance of volunteering, and it is estimated that about 22 million people volunteer each year, the legal obligations of organisations towards their volunteers, with regard to health and safety, are less clear than they are for employees. Nevertheless, organisations do have legal obligations towards their volunteers, and it is clearly good practice to treat volunteers with equal consideration when it comes to health and safety.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Volunteer Workers Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all tasks, operations and activities undertaken by our volunteers.

Many people routinely work as volunteers, such as those who:

- work for charity retail outlets

- work in sorting centres for charitable organisations

- work in animal shelters

- visit vulnerable or dependant people in their homes

- work on community projects.

You can find a Volunteer Tasks, Operations and Activities Register and a Volunteer Tasks, Operations and Activities Register Example in the "Additional Information" section of your Volunteer Workers Policy or you can click on these links.

Complete a detailed assessment of each task or operation if the risk is unavoidable.

The following non-exhaustive list provides examples of task or situations where Volunteer Workers need to be considered

- Manual Handling,

- Driving at Work,

- Hazardous Substances,

- Lone Working,

- Fire,

- Violence and Aggression,

- Work Equipment,

- Display Screen Equipment and

- the General Workplace.

The following are the specific volunteer worker issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm

- ask your volunteers and employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- if your volunteers are using chemicals or equipment, check manufacturers' instructions or data sheets for those chemicals or equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective

- look back at your accident and ill health records as these often help to identify the less obvious hazards

- remember to think about long-term health hazards, for example, high noise levels or repetitive handling, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in the sorting room or donation collectors in the community.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example:

- clothing sorters may suffer back injury from the repeated lifting of boxes

- donation collectors could be mugged for the collecting bins.

Some volunteers have special requirements and may be at particular risk:

- new and young volunteers

- volunteers of pensionable age

- new or expectant mothers

- volunteers with disabilities.

Extra thought will be needed for some hazards. If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your volunteers. Talk to them and ask your volunteers and employees if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect volunteers from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, ensuring donation collectors work in pairs when out in the community

- prevent access to the hazard, for example, by ensuring that where dogs have been identified as unpredictable they are muzzled

- organise work to reduce exposure to the hazard, for example, by having no mobile collections after dark

- issue personal protective equipment (PPE) such as gloves and aprons for the sorting centre staff etc

- provide welfare facilities, for example, first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. For instance, using a night safe to store donation bins instead of volunteers taking the cash home is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve volunteers and employees, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your volunteers and employees, encourages you to do this. If you have fewer than five employees within your business you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- back injury from repetitive lifting - all volunteers must attend manual handling course

- bites from dangerous dogs - dogs assessed for behavioural issues, dogs muzzled where appropriate and volunteers trained in safe dog-handling techniques.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to volunteer workers

- considered who might be involved in voluntary work situations and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your volunteers, employees or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training volunteers on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your volunteers or workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Volunteer Workers Policy for access the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a Volunteer Activities Risk Assessment Example or click on these links.

Develop safe systems of work.

- A safe system of work for volunteers may be one where the individuals concerned have backup or reporting-in systems. This means that their whereabouts and state of health are known and monitored at a frequency relevant to the risk. Examples of volunteer workers systems or additional controls might include:
  - phoning the office on arrival at a remote location, and periodically during the time at the location and on departure
  - providing volunteers with panic alarm systems, mobile phones etc
  - providing volunteers with telephone numbers and other details for local emergency services
  - providing first aid kits
  - having 'In Out' boards, supported by diary information, where appropriate.

Volunteers working abroad can present additional management responsibilities. Please contact your consultant or the advice line for additional assistance in determining the necessary controls measures.

Please click on these links or see the "Additional Information" section of your Volunteer Workers Policy for a How to Write a Safe System of Work (including Standard Operating Procedure) guide, a Standard Operating Procedure template and a Volunteer Activities Risk Assessment Example.

Inform all volunteers carrying out tasks or operations of any possible risks and how these can be avoided.

- Make available and discuss the relevant risk assessment and train volunteers in the safe systems adopted.

Provide volunteers with sufficient information, instruction and training to ensure their health and safety, whilst undertaking tasks.

- Training may include the use of external providers for specialist areas, for example, in the use of panic alarms, manual and dog handling techniques, self defence etc.

For access to a Volunteers - Information Sheet, a Volunteers - Supervisors Information Sheet, a Training Needs Analysis Form, a Training Needs Analysis Form Example, click here or see the "Additional Information" section of your Volunteer Workers Policy.

Ensure that all work equipment provided is regularly maintained according to the manufacturers' instructions.

- Identify all work equipment that requires regular maintenance or inspections by a competent person. Examples include:
  - band saws
  - hand tools
  - power washers
  - vans and cars.
- Ensure that all maintenance and inspections are carried out in a timely fashion, and recorded.

Please see the "Additional Information" section of your Volunteer Workers Policy for the To Do List within the Online Management Tools, guidance on How to Choose a Competent Contractor, a Work Equipment Inspection Form and a Maintenance Schedule with worked examples.

Ensure appropriate health checks are made on the volunteers performing the tasks, especially vulnerable people, and ensure that volunteers bring to our attention any changes in their own medical conditions.

- Reiterate the importance of health checks and the need for regular monitoring. Line managers are responsible for taking this information into consideration in the risk assessment process for volunteer working situations.

- Volunteers must make the organisation aware of any changes in their health status that could affect the validity of risk assessments.

Please click on the following links or see the "Additional Information" section of your Volunteer Workers Policy for access to a [Health Monitoring Form](#) and a [Health Monitoring Form Example](#).

Periodically assess accident records to identify any trends in accidents and ensure that serious injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records and your records on the NatWest Mentor [Online Management Tools - Incident and Accident Recording Toolkit](#) for information on any accidents that are volunteer worker related.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Charities Advisory Trust

Health and Safety Executive (HSE)

Issue 3

05112012

EQUIPMENT AND MATERIALS

Asbestos

Policy

Introduction

Asbestos is the largest single cause of work-related fatal disease and ill health in Great Britain. It is a carcinogen and is responsible for lung diseases such as Asbestosis and Mesothelioma. Almost all asbestos-related deaths and ill health are a result of exposure that happened decades ago.

Asbestos containing materials (ACMs) were used in the construction industry for many years, primarily to deter the spread of fire or for their insulation properties. Although the use of such materials is now prohibited by legislation, they may exist in many older premises. Their presence needs to be effectively managed to ensure that they do not create a risk to the health of our employees, customers, contractors or anybody else on the premises. But, if kept in good condition and undisturbed, they should not pose a health hazard.

Policy - Statement of Intent

The aim of this policy is to prevent exposure to asbestos or ACMs and, so far as is reasonably practicable, protect the health, safety and welfare of our employees, customers, contractors and any others who occupy, use, maintain or repair buildings and non-domestic property under our control, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Control of Asbestos Regulations 2012

- Personal Protective Equipment at Work Regulations 1992

- Control of Substances Hazardous to Health Regulations 2002 (as amended).

Employer Responsibilities

To ensure that exposure to asbestos or ACMs is controlled, where we have a contractual obligation for the control, maintenance and repair of buildings and non-domestic property, we will:

- take reasonable steps to determine the location of asbestos, ACMs and materials likely to contain asbestos (supposed asbestos);

- presume materials contain asbestos, unless there are good reasons not to do so;

- make and maintain a written record of the location of asbestos and supposed asbestos;

- monitor the condition of asbestos and supposed asbestos;

- assess the risk of exposure from asbestos and supposed asbestos, and document what actions are necessary to manage the risk;

- ensure that the actions necessary to manage the risk are carried out;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually but more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- ensure that a detailed survey and risk assessment of buildings and non-domestic property under our control are undertaken by an organisation which can demonstrate technical competence to undertake surveys for ACMs through accreditation by The United Kingdom Accreditation Service (UKAS) to ISO/IEC 17020;

- ensure that the Competent Organisation has recorded details, including the location and condition, of all identified asbestos in an Asbestos Register and that an assessment has been recorded for each identified ACM. An up-to-date copy of the register will be held on the site to which it relates;

- develop, and act on, a plan to manage the risks to our employees, customers, contractors or anybody else who may be affected by exposure to any asbestos or ACMs;

- review and monitor the plan and the arrangements so that the plan remains relevant and up-to-date at all times;

- use an appropriately qualified, competent or licensed person, subject to the level of risk posed by the asbestos or ACMs, to make safe any material found to be in a hazardous condition;

- ensure that, where practical, any ACMs have been labelled;

- maintain an up-to-date written record of the location and condition of asbestos or ACMs in the Asbestos Register provided by the Competent Organisation;

- provide information on the location and condition of asbestos or ACMs to all interested parties, including anyone who is liable to work on or disturb them;

- appoint a specialist consultant and licensed asbestos removal contractor to manage the removal of ACMs, where practical, as part of any refurbishment project;

- not use or reuse any ACMs in any building refurbishment or maintenance work; and

- ensure that any work with ACMs is carried out strictly in accordance with current legislation and 'industry good practice'.

Additional Information

How to Choose a Competent Contractor

Approved Contractor List

Approved Contractor List Example

Asbestos Guidance Note

Asbestos Tool Box Talk

Online Management Tools - Risk Assessment Register

Asbestos Exposure Risk Assessment Example

Issue 2

28062012

Guidance Note

This Guidance Note should be read in conjunction with the Asbestos Policy.

Introduction

Asbestos is the largest single cause of work-related fatal disease and ill health in Great Britain. It is a carcinogen and is responsible for lung diseases such as Asbestosis and Mesothelioma. Almost all asbestos-related deaths and ill health are a result of exposure that happened decades ago.

Asbestos containing materials (ACMs) were used in the construction industry for many years, primarily to deter the spread of fire or for their insulation properties. Although the use of such materials is now prohibited by legislation, they may exist in many older premises. Their presence needs to be effectively managed to ensure that they do not create a risk to the health of our employees, customers, contractors or anybody else on the premises. But, if kept in good condition and undisturbed, they should not pose a health hazard.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Asbestos Policy and the information below should be used as an aide memoire for compliance with the procedure.

Ensure that a detailed survey and risk assessment of buildings and non-domestic property under our control are undertaken by an organisation which can demonstrate technical competence to undertake surveys for ACMs through accreditation by The United Kingdom Accreditation Service (UKAS) to ISO/IEC 17020.

- Finding a competent contractor/surveyor can initially seem a daunting prospect but, with a little pre-planning, it can be made simple and effective. Currently in the UK only UKAS can accredit organisations to ISO/IEC 17020 for inspection services.

- Previously individuals could also be certified by schemes such as the Asbestos Building Inspectors Certification Scheme (ABICS) or the National Individual Asbestos Certification Scheme (NIACS). Both of these schemes have ceased to run but surveyors who can demonstrate that they successfully completed all three assessment stages of the ABICS scheme can legitimately rely on this as evidence that they are competent to carry out asbestos surveys.

- Organisations accredited to ISO/IEC 17020 can certify their own surveyors for asbestos work through relevant recognised training courses such as the British Occupational Hygiene Society (BOHS) Proficiency Module P402 : 'Buildings surveys and bulk sampling for asbestos' and completion of at least six months' full-time, relevant, practical field experience on asbestos surveys under the supervision of experienced and suitably qualified personnel.

- Prior to hiring any contractor/surveyor, you should ask for evidence of their training and previous experience of such work, and confirmation that they possess suitable liability insurance and that they will be undertaking the survey in accordance with Health and Safety Executive guidance.

Please refer the "Additional Information" section of your Asbestos Policy for access to a How to Choose a Competent Contractor guide, an Approved Contractor List and an Approved Contractor List Example.

Ensure that the Competent Organisation has recorded details, including the location and condition, of all identified asbestos in an Asbestos Register and that an assessment has been recorded for each identified ACM. An up-to-date copy of the register will be held on the site to which it relates.

- Following the survey undertaken by a Competent Organisation, you will have been provided with an Asbestos Register. This will detail the location, types and condition of the ACM at the time of the survey. This may be evidenced with photographs, plans and the results of analysis of samples from a United Kingdom Accreditation Service (UKAS) accredited laboratory. An assessment of each ACM must also be recorded in the register.

Develop, and act on, a plan to manage the risks to our employees, customers, contractors or anybody else who may be affected by exposure to any asbestos or ACMs.

- Identify a responsible person for the creation and implementation of the asbestos management plan.

- The asbestos management plan will be determined from the information recorded in the Asbestos Register which identifies the presence of, and risk from, any asbestos found at the premises.

- The management plan may include some, or all, of the following options:
  - clean up of debris;
  - repair of damaged ACMs;
  - encapsulate (paint or seal);
  - enclose (by constructing a protective box around the ACM);
  - remove the ACM;
  - monitor condition (applies to all presumed or identified ACMs);
  - restrict access or isolate area (authorised entry only);
  - label or colour code;
  - inform;
  - train;
  - define and use safe systems of work;
  - operate a permit to work system; and
  - maintain and update register of ACMs.

- Several of the management options apply to all ACMs and are required by the Control of Asbestos Regulations 2012.

Review and monitor the plan and the arrangements so that the plan remains relevant and up-to-date at all times.

- Regularly review the plan and update the information with the results of monitoring or following any removal or other action carried out.

Use an appropriately qualified, competent or licensed person, subject to the level of risk posed by the asbestos or ACMs, to make safe any material found to be in a hazardous condition.

- If the Asbestos Register has identified any materials needing to be made safe, then dealing with these should be made a priority and may require the assistance of a licensed contractor.

- Making safe may involve any of the following:
    - removal;
    - encapsulation;
    - enclosure; and
    - repair.

Ensure that, where practical, any ACMs have been labelled.

- The purpose of asbestos labels is to show that asbestos is present. The labels come in various forms but they must all comply with the Health and Safety (Safety Signs and Signals) Regulations 1996.

Maintain an up-to-date written record of the location and condition of asbestos or ACMs in the Asbestos Register provided by the Competent Organisation.

- It is your responsibility to maintain this register through regular monitoring of the ACMs and updating the register accordingly. For example, the monitoring may have identified damage to an ACM following contact with a fork lift truck. This must be recorded and the register should say whether any additional action is required. You may need to seek further advice on any additional action from the competent contractor.

- Ensure that all employees are advised of the location of any ACMs.

- Ensure contractors are advised of the location of any ACMs in areas where they may be working. You must also explain the control measures they must use.

Appoint a specialist consultant and licensed asbestos removal contractor to manage the removal of materials containing asbestos, where practical, as part of any refurbishment project.

- Only licensed contractors may remove and dispose of ACMs.

Please see the "Additional Information" section of your Asbestos Policy for a [How to Choose a Competent Contractor](#).

Not use or reuse any materials containing asbestos in any building refurbishment or maintenance work.

- Include a clear statement in any contract to reinforce this.

Ensure that any work with ACMs is carried out strictly in accordance with current legislation and industry good practice.

- Normally, work on asbestos-containing textured coatings, asbestos cement and certain work of 'short duration' on asbestos insulating board (AIB) may be carried out by non-licensed organisations or individuals. Short duration means any one person doing this type of work for less than one hour, or more people doing the work for a total of less than two hours, on any seven consecutive days. The total time spent by all workers must not exceed two hours. This includes time spent setting up, cleaning and clearing up.

- A licensed contractor will be required for work involving:

  o loose asbestos, insulation, or lagging; and

  o AIB where the work lasts for more than an hour a week or where two or more workers' total work time exceeds two hours, start to finish, in a week.

The amendments introduced by CAR 2012 have the effect of narrowing the types of work to which the exemptions apply and effectively mean that this lower risk work is now split into two categories:

- work which is exempt, as now, from some requirements and

- newly identified 'notifiable non-licensed work' (NNLW) [which is not a formally defined term] which in future will be required to:

  o notify work with asbestos to the relevant enforcing authority;

  o designate areas; and

  o keep health records and provide medical surveillance.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Occupational Hygiene Society (BOHS)

Health and Safety Executive (HSE)

Issue 3

05112012

Clinical Waste

Policy

Introduction

Clinical waste includes blood, faeces, vomit, saliva, mucus, urine, semen, vaginal fluids, other human waste and animal flesh. The definition also includes anything that may be contaminated by clinical waste, such as swabs, bandages, hypodermic needles and other sharp-edged medical instruments (sharps), tissues, clothing etc. Clinical waste is separated into three categories: infectious clinical waste, offensive waste and medicinal waste.

Infectious clinical waste is all human tissue including blood, animal carcasses and tissue, soiled dressings, swabs and any other soiled waste material where assessment indicates a health risk to employees handling such items. It also includes discarded syringes, needles, cartridges, broken glass and any other contaminated disposable sharp instruments, microbiological cultures and potentially infected waste from pathology laboratories, post-mortem rooms or other clinical or research laboratories.

Offensive waste is waste that is non-infectious, non-hazardous and which does not require specialist treatment prior to disposal, but which may cause offence to those coming into contact with it (for example, incontinence pads, sanitary waste and nappies).

Medicinal waste includes expired, unused or spilled drugs, vaccines and sera, and other pharmaceutical products that need to be disposed of safely. It also includes items contaminated by use, such as bottles or boxes with residues, masks, syringes and drug vials.

Policy - Statement of Intent

The aim of this policy is to outline arrangements we have in place to protect employees and any others affected by our work activities by reducing the risk of injury or ill health from exposure to clinical waste. We will take into account the creation, handling, storage, transportation and disposal of all clinical waste and comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended)

- Personal Protective Equipment Regulations 1992 (as amended); and

- Any relevant environmental legislation.

Employer Responsibilities

To ensure that measures are in place and clearly understood throughout the organisation, where there is exposure to clinical waste, we will:

- assess, reduce and control the risks associated with clinical waste;

- provide information, instruction and training for employees and others who will be exposed to clinical waste;

- establish and implement safe working procedures to control the creation, handling, storage, transportation and disposal of all clinical waste;

- keep appropriate records;

- assign responsibility to a senior member of staff to investigate and record accidents, incidents or near misses relating to clinical waste; and

- review and, where appropriate, revise this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- create a Hazardous Substances Register and categorise all clinical waste;

- carry out COSHH risk assessments on identified clinical waste;

- provide appropriate training, information and instruction for all employees and others who may be exposed ;

- provide suitable and sufficient Personal Protective Equipment for employees exposed to clinical waste;

- provide suitable spillage kits;

- make arrangements for the safe handling, segregation and storage of clinical waste away from domestic waste and food preparation areas. Segregation will be into the following streams:
    o Yellow for infectious waste requiring disposal by incineration;
    o Yellow or Black for offensive or hygiene waste which may be disposed of at a licensed landfill site;
    o Orange for infectious waste which may be treated to render it safe prior to disposal (or which can be incinerated); and
    o Purple for cytotoxic and cytostatic waste which will be incinerated at a licensed facility.

- provide suitably labelled UN approved containers for clinical waste storage. Sharps containers must be compliant with BS7320 or UN3291, as appropriate;

- ensure that all containers are only removed from site to a place of disposal by a licensed waste carrier;

- periodically review accident, incident and near miss statistics relating to clinical waste to identify trends and set realistic timescales for improvement actions;

- carry out health surveillance or health monitoring, if appropriate; and

- inform employees of the arrangements for obtaining vaccines or other necessary treatments to protect against, or to treat the effects of, exposure to biological agents. Where necessary, the costs of such treatments will be met by the company.

Additional Information

[Hazardous Substances Register](#)

[Hazardous Substances Register Example](#)

[Online Management Tools - Risk Assessment Register](#) - COSHH

[Online Management Tools - To Do List](#)

[Clinical Waste COSHH Risk Assessment Example](#)

Clinical Waste Guidance Note

[Approved Contractor List](#)

[Approved Contractor List Example](#)

[Training Needs Analysis Form](#)

[Training Needs Analysis Form Example](#)

[Clinical Waste Tool Box Talk](#)

[How to Choose a Competent Contractor](#)

[Health Monitoring Form](#)

[Health Monitoring Form Example](#)

[Online Management Tools - Incident and Accident Recording Toolkit](#)

[How to Write a Safe System of Work (including Standard Operating Procedure)](#)

[Standard Operating Procedure](#)

[Clinical Waste Standard Operating Procedure Example](#)

Guidance Note

This Guidance Note should be read in conjunction with the Clinical Waste Policy.

Introduction

Clinical waste includes blood, faeces, vomit, saliva, mucus, urine, semen, vaginal fluids, other human waste and animal flesh. The definition also includes anything that may be contaminated by clinical waste, such as swabs, bandages, hypodermic needles and other sharp-edged medical instruments (sharps), tissues, clothing etc. Clinical waste is separated into three categories: infectious clinical waste, offensive waste and medicinal waste.

Infectious clinical waste is all human tissue including blood, animal carcasses and tissue, soiled dressings, swabs and any other soiled waste material where assessment indicates a health risk to employees handling such items. It also includes discarded syringes, needles, cartridges, broken glass and any other contaminated disposable sharp instruments, microbiological cultures and potentially infected waste from pathology laboratories, post-mortem rooms or other clinical or research laboratories.

Offensive waste is waste that is non-infectious, non-hazardous and which does not require specialist treatment prior to disposal, but which may cause offence to those coming into contact with it (for example, incontinence pads, sanitary waste and nappies).

Medicinal waste includes expired, unused or spilled drugs, vaccines and sera, and other pharmaceutical products that need to be disposed of safely. It also includes items contaminated by use, such as bottles or boxes with residues, masks, syringes and drug vials.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Clinical Waste Policy and the information below should be used as an aide memoire for compliance with the procedure.

Create a Hazardous Substances Register and categorise all clinical waste.

- Many people routinely work with clinical wastes such as those who work in:
  - the veterinary industry
  - the health care sector
  - dental and doctors' surgeries
  - areas where provision is made for sanitary waste
  - animal husbandry.

- You must undertake a survey of all areas and activities within the business and identify where any clinical waste is generated and the nature of that waste. The results of this survey should be entered in the Hazardous Substances Register.

- Once all the wastes have been identified, they should be categorised in accordance with the above definitions of infectious clinical, offensive and medicinal waste.

Please see the "Additional Information" section of your Clinical Waste Policy for a [Hazardous Substances Register](#) and a [Hazardous Substances Register Example](#).

Carry out Control Of Substances Hazardous to Health (COSHH) risk assessments on identified clinical waste.

The following are the specific issues to be considered in each of the steps of a detailed clinical waste risk assessment:

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards. Here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm;

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you;

- check manufacturers' instructions or data sheets for pharmaceuticals and equipment. These can be very helpful in spelling out hazards and putting them in their true perspective;

- look back at your accident and ill-health records as these often help to identify the less obvious hazards; and

- as well as safety hazards, think about long-term health hazards, such as exposure to body fluids possibly carrying HIV or the hepatitis virus, spent vaccine vials etc.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed so you can identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, those working in the storeroom or passers-by.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example, shelf stackers may suffer back injuries from repeatedly lifting boxes.

Some workers have special requirements and may be at particular risk:

- o   new and young workers

- o   new or expectant mothers

- o   people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc may not be in the workplace all the time

- members of the public could be harmed by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

In relation to the task, look at how individuals may be exposed to the clinical waste. Routes of entry may include:

- exposure, by breathing in gases, fumes, mist or dust;

- contamination of the skin by:

    o   direct contact with the substance if you touch it or dip your hands in it;

    o   splashing;

    o   substances landing on the skin, for example, airborne dust;

    o   contact with contaminated surfaces; and

    o   infection inside protective gloves.

- swallowing. People transfer substances from their hands to their mouths by eating, smoking etc;

- contact with the eyes; and

- skin puncture by contaminated sharps.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't get rid of it, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, switching to using a less hazardous chemical;

- prevent access to the hazard. Only allow authorised personnel to deal with clinical waste and restrict access to sluice rooms and fume and safety cabinets;

- organise work to reduce exposure to the hazard. Restrict access to visitors and contractors, keep all drugs for administration in a locked trolley, only allow trained personnel to use spillage kits;

- issue personal protective equipment, for example, gloves, aprons, respiratory protection, goggles;

- launder clothing on site or use an approved laundry contractor; and

- provide welfare facilities such as first aid, disinfectant gels and washing facilities for removal of the contamination.

Improving health and safety need not cost a lot. For instance, providing hand sanitizers at entrances to visitor rooms, wards etc is a low-cost precaution considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple. For example, you might record:

- dispose of needles and syringes in sharps bins provided - staff instructed and weekly housekeeping checks made; and

- staff issued with Personal Protective Equipment (PPE) - instructed to use PPE when handling or coming into contact with clinical waste, have autoclaves serviced by competent contractor.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Clinical Waste Policy or click on thesse links for access to the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a Clinical Waste COSHH Risk Assessment Example.

Carry out appropriate training, information and instruction for all employees and others who may be exposed.

- Training may include the use of external providers for specialist areas, for example:

  o the use of autoclaves;

- o pressure vessels;

- o the administration or preparation of pharmaceutical products;

- o good hygiene practice;

- o the prevention of cross contamination; and

- o use of spillage kits and safe disposal etc.

- The training must include all individuals who are likely to come into contact with clinical waste as identified in the risk assessment process.

Please see the "Additional Information" section of your Clinical Waste Policy for a Clinical Waste Tool Box Talk, a Training Needs Analysis Form, and a Training Needs Analysis Form Example or click on these links.

Provide suitable and sufficient Personal Protective Equipment (PPE) for employees exposed to clinical waste.

- Provide PPE as identified by the risk assessment process.

- Examples of PPE may include disposable gloves, aprons, respiratory protection, eye protection and ballistic trousers.

Provide suitable spillage kits.

- Spillage kits should be specified, for example, those consisting of absorptive or adsorptive granules or pads, booms etc, according to the type of clinical waste likely to be encountered.

- There should be adequate signage indicating the location of the nearest spillage kits and the type of spillage that can be accommodated.

Make arrangements for the safe handling, segregation and storage of clinical waste away from domestic waste and food preparation areas. Segregation will be into the following streams:

- Yellow for infectious waste requiring disposal by incineration

- Yellow or Black for offensive or hygiene waste which may be disposed of at a licensed landfill site

- Orange for infectious waste which may be treated to render it safe prior to disposal (or which can be incinerated)

- Purple for cytotoxic and cytostatic waste which will be incinerated at a licensed facility

- A safe system of work for handling clinical waste is one where employees have clear instructions about the appropriate PPE to use, the availability of suitable waste containers and designated clinical waste storage areas.

Please click on the following links or see the "Additional Information" section of your Clinical Waste Policy for access to a How to Write a Safe System of Work (including Standard Operating Procedure) guide, a Standard Operating Procedure template and a Clinical Waste Standard Operating Procedure Example.

Provide suitably labelled UN approved containers for clinical waste. Sharps containers will be compliant with BS7320 or UN3291, as appropriate.

- All waste containers must be marked with the bio hazard symbol below:

Ensure that all containers *are only removed from site to a place of disposal by a licensed waste carrier.*

- All clinical waste must be removed from site and transported to a permitted waste disposal facility by a waste carrier licensed by the Environment Agency (EA) or Scottish Environmental Protection Agency (SEPA).

Please see the "Additional Information" section of your Clinical Waste Policy or click on the following links for access to guidance on How to Choose a Competent Contractor, Approved Contractor List and a Approved Contractor List Example.

Periodically review accident, incident and near miss statistics relating to clinical waste to identify trends and set realistic timescales for improvement actions.

- Review, at least annually, all accident, incident and near miss records relating to clinical waste.

Please see the "Additional Information" section of your Clinical Waste Policy for the Online Management Tools - Incident and Accident Recording Toolkittoolkit or click on this link.

Carry out health surveillance or health monitoring, if appropriate.

- Under the COSHH regulations workers exposed to certain processes or hazardous substances must be provided with regular health checks, typically annually. These checks might be:
    - o regular blood tests to confirm the absence of antibodies to organisms used for vaccine manufacture
    - o following a needle stick injury, blood tests to look for blood borne disease.

Please click on the following links or see the "Additional Information" section of your Clinical Waste Policy for access to a [Health Monitoring Form](#) and a [Health Monitoring Form Example](#).

Inform employees of the arrangements for obtaining vaccines or other necessary treatments to protect against, or to treat the effects of, exposure to biological agents. Where necessary, the costs will be met by the company.

- During the risk assessment process you may identify that vaccines or treatments are available for specific biological agents. For example, the hepatitis vaccine protects against the hepatitis B virus, which may be encountered when handling body fluids. The company can have an agreement with a local general practitioner to provide this medication.

Sources of Further Information

NatWest Mentor 24/7 Advice Line - 0800 634 7000 option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Control of Substances Hazardous to Health

Policy

Introduction

Some substances present, or used, in the workplace may be hazardous to health: these include chemicals, fumes, dusts and bacteria. Repeated exposure to hazardous substances can be linked to serious diseases that may take years to develop.

Exposure to substances hazardous to health may be from contact with the skin or eyes, breathing in or swallowing. Punctured skin may also be a route for the substance into the body. Ill health can be prevented by introducing control measures to limit exposure. These measures should be checked periodically, to ensure that they remain effective.

Control of substances hazardous to health (COSHH) does not cover lead, asbestos or radioactive substances because these have their own specific regulations. Labelling on medicines, pesticides and cosmetic products also has different legislation.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, that exposure, of employees while they are at work and other people on our premises, to substances hazardous to health is prevented or adequately controlled, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended)

- Personal Protective Equipment at Work Regulations 1992.

- Regulation (EC) No 1272/2008 Classification, Labelling, Packaging (sometimes referred to as CLP)

Employer Responsibilities

To ensure that exposure to hazardous substances is prevented or adequately controlled, we will:

- assess the risks from hazardous substances used or produced within the workplace;

- introduce measures to ensure that exposure levels are kept to a minimum;

- provide information, instruction and training for employees whose activities involve the use of, or exposure to, hazardous substances;

- inform employees of risks to their health from hazardous substances; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- create a register of hazardous substances used or produced in any process (including closed systems);

- use Safety Data Sheets (SDS) to identify risk control measures;

- carry out specific risk assessments for all hazardous substances and relevant processes;

- issue personal protective equipment where no other appropriate control measures are satisfactory;

- carry out health surveillance or health monitoring, if appropriate;

- ensure that no eating or drinking takes place near the areas where the hazardous substances are found; and

- provide information, instruction and training for employees whose activities involve the use of, or exposure to, hazardous substances.

Additional Information

Hazardous Substances Register

Hazardous Substances Register Example

COSHH Guidance Note

How to Use a Safety Data Sheet

Online Management Tools - Risk Assessment Register - COSHH

COSHH Risk Assessment Example

Health Surveillance Information Sheet

Online Management Tools - Incident and Accident Recording Toolkit

COSHH Hazard Poster

Hazardous Substances Tool Box Talk

Issue 3

17052013

Guidance Note

This Guidance Note should be read in conjunction with the COSHH Policy.

Introduction

Some substances present, or used, in the workplace may be hazardous to health: these include chemicals, fumes, dusts and bacteria. Repeated exposure to hazardous substances can be linked to serious diseases that may take years to develop.

Exposure to substances hazardous to health may be from contact with the skin or eyes, breathing in or swallowing. Punctured skin may also be a route for the substance into the body. Ill health can be prevented by introducing control measures to limit exposure. These measures should be checked periodically, to ensure that they remain effective.

Control of substances hazardous to health (COSHH) does not cover lead, asbestos or radioactive substances because these have their own specific regulations. Labelling on medicines, pesticides and cosmetic products also has different legislation.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the COSHH Policy and the information below should be used as an aide memoire for compliance with the procedure.

Create a register of hazardous substances used or produced in any process (including closed systems).

- Many people routinely work with hazardous substances such as those who work in:
    - o chemical manufacturing;
    - o the pharmaceutical industry;
    - o metalworking, for example, those using cutting fluids, or exposed to welding fumes;
    - o dental and doctors' surgeries;
    - o animal husbandry;
    - o abattoirs or in butchering etc; and
    - o car refinishing facilities, for example, those using body fillers, paints etc.

- You must undertake a survey of all areas and activities within the business and identify where any hazardous substance is used, generated or encountered. The results of this survey should be entered onto the Hazardous Substances Register.

- Don't forget to look in cabinets, on shelves, at processes etc: you can be surprised where you find such substances.

Please click on these links or see the "Additional Information" section of your Control of Substances Hazardous to Health (COSHH) Policy for access to a [Hazardous Substances Register](#) and a [Hazardous Substances Register Example](#).

Carry out specific risk assessments for all hazardous substances and relevant processes.

The following are the specific issues to be considered in each of the steps of a detailed hazardous substances risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm;

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you;

- check manufacturers' instructions or safety data sheets for chemicals and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective;

- have a look back at your accident and ill health records as these often help to identify the less obvious hazards; and

- remember to think about long-term (chronic) hazards, as well as short-term (acute) hazards, to health. Chronic illness includes occupational asthma: acute illness may be a reaction to solvents, such as 1,1,1 - trichloroethane, which can cause asphyxiation.

Please see the "Additional Information" section of your COSHH Policy for guidance on How to Use a Safety Data Sheet or click on this link.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed so you can identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in the paint shop or colour technicians in hair salons.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example, burns from a corrosive substance could result in an acute illness or dermatitis from cement could lead to an acute or chronic illness.

Some workers have special requirements and may be at particular risk:

- new and young workers

- new or expectant mothers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public who could be harmed by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

In relation to the task, look at how individuals may be exposed to the hazardous substance. Routes of entry may include:

- exposure by breathing in gases, fumes, mist or dust;

- contamination of the skin by:
  - o direct contact with the substance if you touch it or dip your hands in it;
  - o splashing;
  - o substances landing on the skin, for example, airborne dust;
  - o contact with contaminated surfaces; and
  - o infection inside protective gloves.
- swallowing. People transfer substances from their hands to their mouths by eating, smoking etc;
- contact with the eyes; and
- skin puncture by contaminated sharps.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?
- if I can't get rid of it, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, switch to using a less hazardous chemical;
- prevent access to the hazard. Only allow trained personnel to handle chemicals, use automated dispensing systems to supply chemicals to a process, restrict access to fume and safety cabinets;
- organise work to reduce exposure to the hazard. Put in place rotational shifts, restrict access for visitors and contractors, only allow trained personnel to use appropriate spillage kits;
- issue Personal Protective Equipment (PPE), for example, gloves, aprons, respiratory protection, goggles;
- launder clothing on site or use an approved laundry contractor etc;
- provide welfare facilities such as first aid, disinfectant gels and washing facilities for removal of contamination; and
- provide separate eating areas.

Improving health and safety need not cost a lot. For instance, use of barriers creams in motor vehicle maintenance etc is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple. For example, you might record:

- fumes from welding - use of maintained exhaust ventilation systems, staff instructed, and weekly housekeeping checks made;

- staff issued with Personal Protective Equipment (PPE) - instructed to use PPE when handling or coming into contact with hazardous substances; and

- have fume cabinets serviced by competent contractor.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to hazardous substances;

- considered who might be exposed to hazardous substances and the harm that they might come to;

- introduced control measures to manage all the significant hazards;

- demonstrated that the precautions are reasonable, and the remaining risk is low; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please click on the following links or see the "Additional Information" section of your COSHH Policy for access to the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a COSHH Risk Assessment Example .

Issue Personal Protective Equipment where no other appropriate control measures are satisfactory.

- Provide Personal Protective Equipment (PPE) as identified in the risk assessment process.

- Examples of PPE provided may include disposable gloves, aprons, respiratory protection, and eye protection.

Carry out health surveillance or health monitoring, if appropriate.

- Under the COSHH regulations workers exposed to certain processes or chemicals must be provided with regular health checks, typically annually. For example:
    - those using nitro or amino derivatives of phenol, benzene or its homologues, for example, in fireworks manufacture, or using biological monitoring such as in blood or urine samples;
    - motor vehicle paint sprayers using two-pack products that are isocyanate-based, needing lung function tests to be carried out by an occupational nurse or other competent person; and
    - simple visual checks for dermatitis to be carried out by employees who then submit a health questionnaire. If thought to be affected, an employee must be referred to a suitable medical practitioner, such as a dermatologist.

For a Health Surveillance Information Sheet, please see the "Additional Information" section of your COSHH Policy or click on the link.

Ensure that no eating or drinking takes place near the areas where the hazardous substances are found.

- Establish, and monitor adherence to, standard rules for the work area regarding eating and drinking. Provide separate areas for the preparation and consumption of food and drink.

Provide information, instruction and training for employees whose activities involve the use of, and exposure to, hazardous substances.

- Training may include the use of external providers for specialist areas, for example:
  - o use of local exhaust ventilation systems;
  - o safety cabinets;
  - o administration and preparation of pharmaceutical products;
  - o good hygiene practice;
  - o the prevention of cross contamination; and
  - o use of spillage kits and safe disposal etc.
- Training in the use of specialist Personal Protective Equipment such as full face respirators.
- The training must include all individuals who are likely to come into contact with hazardous substances as identified in the risk assessment process.

Please see the "Additional Information" section of your COSHH Policy or click on these links for access to a COSHH Hazard Poster, a Hazardous Substances Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Chemical Industries Association (CIA)

Health and Safety Executive (HSE)

REACH and CLP Helpdesk

Trade Associations

Issue 4

17052013

Dangerous Substances and Explosive Atmospheres

Policy

Introduction

Dangerous Substances and Explosive Atmospheres Regulations are often referred to as DSEAR. Dangerous substances can put peoples' safety at risk from fire and explosion. DSEAR put duties on employers and the self-employed to protect people from risks to their safety from fires, explosions and similar events in the workplace, including members of the public who may be put at risk by a work activity. Dangerous substances are any substances used or present at work that could, if not properly controlled, cause harm to people as a result of a fire or explosion. They can be found in most workplaces and include things such as solvents, paints, varnishes, flammable gases, liquid petroleum gas (LPG), dusts from machining and sanding operations and also dusts from foodstuffs.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees the risks from dangerous substances and explosive atmospheres while they are at work are eliminated or adequately controlled, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Dangerous Substances and Explosive Atmospheres Regulations 2002

- Personal Protective Equipment at Work Regulations 1992.

- Regulation (EC) No 1272/2008 Classification, Labelling, Packaging (sometimes referred to as CLP)

Employer Responsibilities

To ensure that all activities are undertaken safely in accordance with this process and that this policy is clearly understood throughout the company, we will:

- assess the risks from dangerous substances that are present within our workplace;

- identify and classify areas of our workplace where explosive atmospheres may occur and avoid any potential ignition sources within those areas;

- develop and implement controls to reduce the effects of any incidents involving dangerous substances;

- prepare plans and procedures to deal with any resulting accidents, incidents and emergencies involving dangerous substances; and

- ensure our employees receive adequate information, instruction and training to control or deal with the risks from dangerous substances.

Procedure

To fulfil our responsibilities as outlined above, we will:

- create a register of dangerous substances used or produced by any process and any work activity involving those substances

- carry out specific risk assessments for all dangerous substances, work activities and relevant processes

- develop plans and procedures to deal with fire, explosion and any other emergencies, including safety drills, suitable methods of communication and warning systems

- share our plans and procedures with the emergency services, and

- provide information, instruction and training for employees to make them aware of dangerous substances within the workplace, the risks they present, the findings of risk assessments and emergency procedures.

Additional Information

Dangerous Substances Register

Dangerous Substances Register Example

DSEAR Guidance Note

How to Use a Safety Data Sheet

DSEAR Risk Assessment Form

DSEAR Risk Assessment Example

Online Management Tools - To Do List

Emergency Procedures Policy

Online Management Tools - Incident and Accident Recording Toolkit

Training Needs Analysis Form

Training Needs Analysis Form Example

DSEAR Tool Box Talk

Issue 2

17052013

Guidance Note

This Guidance Note should be read in conjunction with the DSEAR Policy.

Introduction

Dangerous Substances and Explosive Atmospheres Regulations are often referred to as DSEAR. Dangerous substances can put peoples' safety at risk from fire and explosion. DSEAR put duties on employers and the self-employed to protect people from risks to their safety from fires, explosions and similar events in the workplace, including members of the public who may be put at risk by a work activity. Dangerous substances are any substances used or present at work that could, if not properly controlled, cause harm to people as a result of a fire or explosion. They can be found in most workplaces and include things such as solvents, paints, varnishes, flammable gases, liquid petroleum gas (LPG), dusts from machining and sanding operations and also dusts from foodstuffs.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the DSEAR Policy and the information below should be used as an aide memoire for compliance with the procedure.

Create a register of dangerous substances used or produced by any process and any work activity involving those substances.

- Many people routinely work with dangerous substances such as those who work:

    o   in the motor industry

    o   in the petrochemical industry

    o   in chemical manufacturing

    o   handling and storing petrol

    o   in the manufacture of certain foodstuffs

    o   handling and storing flammable wastes such as fuel oils

    o   storing and displaying flammable goods such as paint in shops.

- You must undertake a survey of all areas and activities within the business and identify where any dangerous substances are used, generated or encountered. The results of this survey should be entered onto the Dangerous Substances Register

- Don't forget to look in cabinets, on shelves, at processes etc: you can be surprised where you find such substances.

Please see the "Additional Information" section of your Dangerous Substances and Explosive Atmospheres Regulations Policy for a [Dangerous Substances Register](#) and a [Dangerous Substances Register Example](#) or click on these links.

Carry out specific risk assessments for all dangerous substances, work activities and relevant processes.

The following are the specific issues to be considered in each of the steps of a detailed dangerous substances risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause fire or explosion

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions or safety data sheets for chemicals and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective

- have a look back at your accident/incident records as these often help to identify the less obvious hazards.

Please see the "Additional information" section of your DSEAR Policy for access to guidance on [How to Use a Safety Data Sheet](#) or click on the link.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed and what incidents might occur so you can identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in the paint shop or forecourt attendants on petrol forecourts.

In each case, identify how fire or explosion might occur. Liquids, gases, vapours and dusts may be found within your workplace and these can all be classed as dangerous substances. Many of these dangerous substances can also create health risks as they could be toxic or an irritant. These should be considered by your COSHH assessment process.

If you share your workplace, you will need to think about how the risks from these substances may affect processes of other businesses, as well as whether their processes may affect your work with these substances. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing. Think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- Provision of intrinsically safe electrical items (Equipment designed specifically for use in explosive atmospheres)

- Pneumatic tools rather than electrically powered items

- Positioning electrical installations away from explosive atmospheres

- The regular removal of dust build up, utilising a pro-active housekeeping regime.

Improving health and safety need not cost a lot. For instance, prohibiting smoking in an area where flammable dusts are known to accumulate is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple. For example, you might record:

- dust accumulation in workshop - use of maintained exhaust ventilation systems, staff instructed, and weekly housekeeping checks made

- smoking prohibited in forecourt office.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to dangerous substances

- considered who might be exposed to dangerous substances and the risk of fire or explosion

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please click on the following links or see the "Additional Information" section of your DSEAR Policy for access to the Online Management Tools - To Do List, a DSEAR Risk Assessment Form and a DSEAR Risk Assessment Example.

Develop plans and procedures to deal with fire, explosion and any other emergencies, including safety drills, suitable methods of communication and warning systems.

Please refer to your Emergency Procedures Policy for advice on how to create an Emergency Plan.

Share plans and procedures with the emergency services

- Ensure that your local fire and rescue service at your local fire station are made aware of your emergency plans.

- If you have significant risks from dangerous substances or explosive atmosphere, the fire and rescue service may wish to visit your premises to see for themselves the procedures you have in place and possibly organise periodic training exercises with you.

Provide information, instruction and training for employees to make them aware of dangerous substances within the workplace, the risks they present, the findings of risk assessments and emergency procedures.

- Training may include the use of external providers for specialist areas, for example:
  - safe use of local exhaust ventilation systems
  - fume cabinets
  - use of spillage kits and safe disposal etc

- Training in the use of specialist Personal Protective Equipment such as full face respirators.

- The training must include all individuals who are likely to come into contact with dangerous substances or explosive atmospheres as identified in the risk assessment process

For a DSEAR Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example, please click on the links or see the "Additional Information" section of your DSEAR Policy.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Chemical Industries Association (CIA)

Health and Safety Executive (HSE)

REACH and CLP Helpdesk

Trade Associations

Issue 3

17052013

Electrical Installations and Fixed Equipment

Policy

Introduction

Electricity can kill. Even non-fatal shocks can cause severe and permanent injury. Shocks from faulty equipment may lead to falls from ladders, scaffolds or other work platforms.

Those using electricity may not be the only ones at risk. Poor electrical installations and faulty electrical appliances can lead to fires causing death or injury to others. Most of these accidents can be avoided by putting in place appropriate safety arrangements and simple controls.

Fixed electrical equipment is defined as any electrical equipment that is hardwired into the building and is therefore not portable.

Policy - Statement of Intent

The aim of this policy is to outline arrangements we have in place to reduce the risk of injury arising from electricity, to our employees and others who may be affected by the work that we do, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Electricity at Work Regulations 1989.

Employer Responsibilities

To ensure that all electrical installations and fixed equipment are suitable for their purposes, we will:

- assess, reduce and control the risks associated with electricity;

- provide safe and suitable installations and equipment;

- carry out regular planned preventative maintenance to ensure that electrical installations and fixed equipment are safe;

- use competent people to design, install, maintain and test our electrical installations and equipment;

- provide appropriate electrical safety information, instruction and training for employees and others who may be affected; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- ensure that all fixed electrical equipment is listed on our work equipment register;

- carry out risk assessments for all our electrical installations and fixed equipment;

- prepare and implement a planned preventative maintenance programme of all electrical installations and fixed equipment;

- assess the competence of the employees and contractors who design, install and maintain our electrical installations and equipment;

- provide employees, and others, with sufficient information, instruction and training in relation to electrical safety;

- communicate instructions to all employees for the reporting of defects and faults and ensure that they are adhered to;

- ensure any faulty electrical equipment is removed from use and repaired, or replaced, as soon as is practicable; and

- maintain appropriate records of design, installation, maintenance and testing of electrical installations and fixed equipment.

Additional Information

Work Equipment Register

Work Equipment Register Example

Online Management Tools - Risk Assessment Register

Working with Electricity Risk Assessment Example

Electrical Installations and Fixed Equipment Guidance Note

Maintenance Schedule Form

Maintenance Schedule Example

Online Management Tools - To Do List

How to Choose a Competent Contractor

Approved Contractor List

Approved Contractor List Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Working with Electrical Equipment Tool Box Talk

Defect Report Form

Guidance Note

This Guidance Note should be read in conjunction with the Electrical Installations and Fixed Equipment Policy.

Introduction

Electricity can kill. Even non-fatal shocks can cause severe and permanent injury. Shocks from faulty equipment may lead to falls from ladders, scaffolds or other work platforms.

Those using electricity may not be the only ones at risk. Poor electrical installations and faulty electrical appliances can lead to fires causing death or injury to others. Most of these accidents can be avoided by putting in place appropriate safety arrangements and simple controls.

Fixed electrical equipment is defined as any electrical equipment that is hardwired into the building and is therefore not portable.

Procedural Steps

The text in ***bold italics*** is the steps taken directly from the Electrical Installations and Fixed Equipment Policy and the information below should be used as an aide memoire for compliance with the procedure.

Ensure that all fixed electrical equipment is listed on our work equipment register.

- Undertake a thorough review of all fixed electrical equipment throughout the workplace and identify each item that is used or is available for use, such as:
  - catering equipment, for example, walk-in freezers, ovens etc;
  - woodworking equipment, for example, large logging saws and large bench saws;
  - metalworking equipment, for example, power presses;
  - compressors; and
  - heavy duty equipment, for example, large generators.
- Record the location and type of equipment on the work equipment register.

Please see the "Additional Information" section of your Electrical Installations and Fixed Equipment Policy for a Work Equipment Register and a Work Equipment Register Example. You can also click on these links.

Carry out risk assessments for all our electrical installations and fixed equipment.

The following are the specific electrical installations and fixed equipment issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm;

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you;

- check manufacturers' instructions for fixed electrical equipment or consumer units as they can be very helpful in spelling out the hazards and putting them in their true perspective; and

- have a look back at your accident and ill health records as these often help to identify the less obvious hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, kitchen staff or cleaners.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example, kitchen staff may suffer electrical burns from faulty equipment.

Some workers have special requirements and may be at particular risk, for example:

- new and young workers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by your activities.

If you share your workplace, you will need to think about how your installations or fixed electrical equipment could affect others present, as well as how their work activities affect your installations or fixed electrical equipment. Ask your staff if they can think of anyone or anything you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider whether you can control the risks so that harm is unlikely.

When controlling risks, apply the principles below, if possible in the following order:

- prevent access to the hazard, for example, by guarding it or by restricting access, through security codes, to areas such as switch gear rooms; and

- organise the installation to reduce exposure to the hazard, for example, by putting cable runs or trays away from traffic routes.

Improving health and safety need not cost a lot. For instance, visual checks on fixed equipment to ensure casings are properly secured or ensuring that cable conductors are not exposed are low-cost precautions, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- electric shock sustained by contact with metal casing on walk-in fridge

- fixed electrical equipment visually checked on monthly basis by kitchen manager and subjected to service and maintenance by manufacturer.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to electrical installations and fixed equipment;

- considered who might come into contact with electrical installations and fixed equipment;

- introduced control measures to manage all the significant hazards;

- demonstrated that the precautions are suitable, and the remaining risk is low; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please click on the following links for access to the Online Management Tools - Risk Assessment Register, a Working with Electricity Risk Assessment Example and the Online Management Tools - To Do List or see the "Additional Information" section of your Electrical Installations and Fixed Equipment Policy.

Prepare and implement a planned preventative maintenance programme of all electrical installations and fixed equipment.

- Identify all electrical installations and fixed equipment that require regular maintenance or inspections by a competent person. Examples include:
  - o buildings with separate electrical supply and distribution systems;
  - o catering equipment such as walk-in freezers, ovens etc;
  - o woodworking equipment such as large logging saws and large bench saws;
  - o metalworking equipment such as a power press;
  - o compressors; and
  - o heavy duty equipment such as large generators.

- Ensure that all maintenance and inspections are carried out in a timely fashion and recorded.

Please click on the following links or see the "Additional Information" section of your Electrical Installations and Fixed Equipment Policy for the Online Management Tools - To Do List, guidance on How to Choose a Competent Contractor, an Approved Contractor List, a Approved Contractor List Example, a Maintenance Schedule Form and a Maintenance Schedule Example.

Assess the competence of the employees and contractors who design, install and maintain our electrical installations and equipment.

- Check the information contained within 'How to Choose a Competent Contractor'.

- Complete a contractor questionnaire and approval form.

- If the contractor meets your required criteria, add their details to your Approved Contractor List.

Please see the "Additional Information" section of your Electrical Installations and Fixed Equipment Policy or click on the link for a [How to Choose a Competent Contractor](#) guide.

Provide employees, and others, with sufficient information, instruction and training in relation to electrical safety.

- You must ensure that all staff are trained in using the equipment and in the procedures they are required to undertake.

- Training may include the use of external providers for specialist plant or equipment or for services such as cleaning of walk-in fridges or computer numerically controlled (CNC) machinery.

- All employees and any others on your premises must be informed of the actions and precautions to take when working with any fixed equipment and what to do in the event of faults developing.

For access to a [Working with Electrical Equipment Tool Box Talk](#), a [Training Needs Analysis Form](#) and a [Training Needs Analysis Form Example](#) click on these links or see the "Additional Information" section of your Electrical Installations and Fixed Equipment Policy.

Communicate instructions to all employees for the reporting of defects and faults and ensure they are adhered to.

- If, during the inspection process, a fault is identified it should be recorded and forwarded to the person responsible for the electrical equipment.

Ensure any faulty electrical equipment is removed from use and repaired, or replaced, as soon as is practicable.

- Have the defect rectified by a competent person.

Please see the "Additional Information" section of your Electrical Installations and Fixed Equipment Policy for a [Defect Report Form](#) and a [Defect Report Example](#) or click on these links.

Maintain appropriate records of design, installation, maintenance and testing of electrical installations and fixed equipment.

- It is important to have details of the design and installation of electrical systems available to electrical engineers in the event that the installation requires maintenance, modification or testing in the future.

- Information on any fixed equipment is also required for the same reasons but can be in the form of manufacturers' handbooks.

- It is important to maintain records of all maintenance and repairs undertaken so that you can demonstrate that electrical installations and fixed equipment have been suitably maintained.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Standards Institute (BSI)

Health and Safety Executive (HSE)

Institution of Engineering and Technology (I.E.T.)

Issue 2

05112012

Infection Control

Policy

Introduction

Infectious diseases are caused by biological agents, that is, viruses, bacteria, fungal spores and other organisms such as *Toxoplasma gondii* which can be found in ewes and cats. These biological agents can be:

- airborne

- carried by animals

- carried by other humans

- present in manufacturing processes

- present in water systems.

Many infectious diseases have the capacity to spread to, and between, humans, within a wide range of commercial establishments where large numbers of people work close to sources of biological agents or share eating and living accommodation.

Infection control is the discipline concerned with preventing the spread of infection within the workplace and protecting those working in close proximity to potential sources of infectious substances.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees and to outline arrangements we have in place for them, and any others affected by our work activities, that will reduce the risk of ill health arising from exposure to micro-organisms. We will take into account recognised principles of good practice and comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended).

Note: environmental legislation is also applicable to clinical waste.

Employer Responsibilities

To ensure that infection control procedures are in place and managed in compliance with relevant health and safety regulations, we will:

- assess, reduce and control the risks associated with possible infections in the workplace;

- provide appropriate information, instruction and training for employees who may be exposed to possible infections;

- assign to a senior member of staff the responsibility for investigating and recording accidents, incidents and near misses relating to infection control and to ensure that reports under Regulation 37 of the Care Regulations are made as required [and by the County or Council Health Protection Unit (HPU)];

- provide the senior member of staff with 24 hour access to advice on infection prevention and infection control from the local HPU or Communicable Disease Control Nurse (CDCN);

- keep appropriate records; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify any biological hazards present or potentially present in the workplace;

- carry out specific risk assessments for all hazardous substances and relevant processes;

- provide employees and others with information, training, instruction and supervision and ensure that relevant records are maintained;

- inform employees of the arrangements for obtaining vaccines or other necessary treatments to protect against, or treat the effects of, exposure to biological agents, if the risk assessment shows there to be a risk of exposure. If such treatments are necessary, the costs will be met by the company;

- provide suitable and sufficient Personal Protective Equipment (PPE)for employees exposed to biological hazards;

- provide suitable spillage kits;

- prepare and implement safe systems of work for all potential contact with biological hazards;

- provide 24 hour access to advice on infection prevention and infection control from the local HPU or Communicable Disease Control Nurse (CDCN); and

- carry out health surveillance or monitoring, if appropriate.

Additional Information

[Hazardous Substances Register](#)

[Hazardous Substances Register Example](#)

[Online Management Tools - Risk Assessment Register](#) - COSHH

[Infection Control COSHH Risk Assessment Example](#)

Infection Control Guidance Note

[Training Needs Analysis Form](#)

[Training Needs Analysis Form Example](#)

[Infection Control Tool Box Talk](#)

[Health Surveillance Referral Form](#)

[Health Surveillance Referral Form Example](#)

[How to Choose a Suitable Spillage Kit](#)

[How to Write a Safe System of Work (including Standard Operating Procedure)](#)

[Standard Operating Procedure](#)

[Infection Control Standard Operating Procedure Example](#)

[Health Monitoring Form](#)

[Health Monitoring Form Example](#)

[Online Management Tools - Incident and Accident Recording Toolkit](#)

Guidance Note

This Guidance Note should be read in conjunction with the Infection Control Policy.

Introduction

Infectious diseases are caused by biological agents, that is, viruses, bacteria, fungal spores and other organisms such as *Toxoplasma gondii* which can be found in ewes and cats. These biological agents can be:

- airborne
- carried by animals
- carried by other humans
- present in manufacturing processes
- present in water systems.

Many infectious diseases have the capacity to spread to, and between, humans, within a wide range of commercial establishments where large numbers of people work close to sources of biological agents or share eating and living accommodation.

Infection control is the discipline concerned with preventing the spread of infection within the workplace and protecting those working in close proximity to potential sources of infectious substances.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Infection Control Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify any biological hazards present or potentially present in the workplace.

- Many people routinely work with infectious substances, for example, those who work in:
    - the pharmaceutical industry
    - medical surgeries
    - veterinary practices
    - farming and animal husbandry
    - residential care homes
    - nurseries and educational establishments
    - abattoirs and butchers etc.
- You must undertake a survey of all areas and activities within the business and identify where any infectious substances are generated or encountered. The results of this survey should be entered onto the Hazardous Substances Register.

Please click on these links or see the "Additional Information" section of your Infection Control Policy for a Hazardous Substances Register and a Hazardous Substances Register Example.

Carry out specific risk assessments for all hazardous substances and relevant processes.

The following are the specific infection control issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to be a source of infection

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions for any equipment that is used to control exposure to hazardous substances, carries a hazardous substance or sterilises other equipment that may have come into contact with a hazardous substance. They can be very helpful in spelling out the hazards and putting them in their true perspective

- have a look back at your accident and ill health records as these often help to identify the less obvious hazards

- keep abreast of information about recent outbreaks of infectious diseases, such as the avian and swine flu pandemics, from organisations like the World Health Organisation or the Heath Protection Agency

- Remember to think about long-term (chronic) health hazards, such as hepatitis from contact with blood, as well as short-term (acute) reactions, such as Weil's disease (leptospirosis) from contact with water infected by rodent urine/faeces.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in vaccine manufacture or petting zoos.

In each case, identify how they might be harmed, that is, what type infection and resultant ill health might occur. For example, visitors to petting zoos risk infection from toxoplasma or chlamydia from contact with pregnant ewes or those who have recently given birth.

Some workers have special requirements and may be at particular risk:

- new and young workers

- new or expectant mothers

- people with disabilities

- people who are immuno-compromised.

Extra thought will be needed for some hazard substances, for example, those with chronic health implications;

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be harmed by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

In relation to the task, look at how individuals may be exposed to the infectious substance. Routes of entry may include:

- exposure by breathing in spores, aerosols or contaminated dust

- contamination of the skin by

  o direct contact with the substance if you touch it

  o substances landing on the skin, for example, airborne dust

  o contact with contaminated surfaces

  o infection inside protective gloves

- swallowing. People transfer substances from their hands to their mouths by eating, smoking etc

- contact with the eyes skin puncture by contaminated sharps.

Step 3 Evaluate the risks and decide on precautions

Having spotted the sources of infectious substance, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the source of infection altogether?

- if I can't, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, use killed or attenuated virus instead of live virus in vaccine manufacture

- prevent access to the hazard through, for example, bio-safety cabinets

- organise work to reduce exposure to the hazard, for example, an automated sluice for bed pans

- issue Personal Protective Equipment (PPE), for example, clothing, aprons, footwear, disposable gloves, goggles, respiratory protective equipment etc

- provide welfare facilities, for example, first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. Hand sanitizers in wash rooms and entrances to wards, to help prevent the transfer of infections between people or surfaces, is a low-cost precaution considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

25-Nov-2019

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- contact with contaminated syringes - following use, syringes immediately placed in sharps bin

- contaminated aerosols in vaccine preparation - use of bio-safety cabinet which is regularly checked and maintained by competent engineer.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to infection control

- considered who might be exposed to infectious substances and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is as low as is possible

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the [Online Management Tools - To Do List](#).

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents, near misses or ill health records? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Infection Control Policy for links to the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a Infection Control COSHH Risk Assessment Example.

Provide employees and others with information, training, instruction and supervision and ensure that relevant records are maintained.

- Training may include the use of external providers for specialist areas, for example, in the use of safety cabinets, the administration and preparation of pharmaceutical products, good hygiene practice such as the prevention of cross contamination, use of spillage kits and safe disposal etc

- Training in the use of specialist Personal Protective Equipment (PPE) such as full face respirators

- The training must include all individuals who are likely to come into contact with infectious substances, as identified in the risk assessment process.

For an Infection Control Tool Box Talk , a Training Needs Analysis Form and a Training Needs Analysis Form Example please click on these links or see the "Additional Information" section of your Infection Control Policy.

Inform employees of the arrangements for obtaining vaccines or other necessary treatments to protect against, or treat the effects of, exposure to biological agents, if the risk assessment shows there to be a risk of exposure. If such treatments are necessary, the costs will be met by the company.

- During the risk assessment process you may identify that vaccines or treatments are available for specific biological agents. For example, hepatitis vaccine to protect against hepatitis b that may be encountered when handling body fluids. The company can have an agreement with a local general practitioner to provide this medication.

Provide suitable and sufficient Personal Protective Equipment (PPE) for employees exposed to biological hazards.

- Provide PPE as identified in the risk assessment process.

- Examples of PPE include disposable gloves, aprons, respiratory protection and eye protection.

Provide suitable spillage kits.

- Spillage kits, for example, those consisting of absorptive or adsorptive granules or pads, booms etc, should be specified according to the type of infectious substance likely to be encountered

- There should be adequate signage indicating the location of the nearest spillage kits and the type of spillage that can be accommodated.

Prepare and implement safe systems of work for all potential contact with biological hazards.

- A safe system of work for handling infectious substances is one where employees have clear instructions that identify:

- o the vaccines available to protect against disease following exposure

- o the safe handling of potentially contaminated equipment

- o the safe handling of contaminated waste

- o use of specialist equipment such as bio-safety cabinets, autoclaves etc

- o the PPE to use

- o the availability of suitable treatments in the event that exposure occurs and where vaccines are not available.

Please see the "Additional Information" section of your Infection Control Policy for guidance on How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure template and a Infection Control Standard Operating Procedure Example or click on these links.

Provide 24 hour access to advice on infection prevention and infection control from the local HPU or Communicable Disease Control Nurse (CDCN).

- Ensure that the contact details of the HPU and CDCN are available for all key staff.

Carry out health surveillance or monitoring, if appropriate.

- Under the COSHH regulations, workers exposed to certain processes or hazardous substances must be provided with regular health checks, typically annually, for example:

  - o regular blood tests to confirm the absence of antibodies to organisms used for vaccine manufacture

  - o following a needle stick injury, blood tests to look for blood borne disease.

Please see the "Additional Information" section of your Infection Control Policy or click on the following links for access to a Health Surveillance Referral Form, a Health Surveillance Referral Form Example, a Health Monitoring Form, and a Health Monitoring Form Example.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Health Protection Agency (HPA)

World Health Organisation (WHO)

Issue 2

05112012

Lifting Equipment

Policy

Introduction

Lifting equipment is work equipment that is used for lifting or lowering loads. The term lifting equipment also covers the accessories that anchor, fix or support the lifting equipment. Lifting equipment is used for a diverse range of tasks and the equipment has developed over the years so it can perform the simplest of tasks through to extremely complex ones.

Lifting equipment is widely used throughout the workplace, and is essential to the smooth running of many businesses. It is therefore vital that the equipment is maintained in good condition and used in a safe manner.

Examples of lifting equipment include: forklift truck, cherry picker (mobile elevated work platform), car transporter, mobile crane, gantry crane, building lift, tail lift, stair lift. Lifting accessories include: man-riding cages, web or wire slings, eye bolts or shackles.

Lifting equipment may also be used in the home, for example, stair lifts.

Policy - Statement of Intent

The aim of this policy is to enable, so far as is reasonably practicable, the health, safety and welfare of our employees, and any others who may be affected by our work, by reducing the risk of injury arising from the use of lifting equipment, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998

- Provision and Use of Work Equipment Regulations 1998.

Employer Responsibilities

To ensure that all lifting operations are subject to appropriate planning and that lifting equipment is suitable for its intended use, is maintained and tested regularly and used safely, we will:

- assess, reduce and control the risks associated with the use of lifting equipment;

- select lifting equipment that is suitably designed and constructed for the work to be carried out;

- ensure the lifting equipment is kept in a safe condition;

- ensure that personnel who operate lifting equipment are fit and well enough to do so safely;

- keep appropriate records and certificates of testing and maintenance;

- provide appropriate information, instruction and training for employees who will be expected to use lifting equipment;

- provide appropriate information, instruction and training for employees and others who may be affected by our use of lifting equipment; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- prepare a register of all lifting equipment and accessories;

- carry out risk assessments for the use of all our lifting equipment and accessories ;

- develop safe systems of work to include suitable lifting plans for all lifting operations, including routine ones;

- create a detailed lifting plan for more complex lifting operations;

- prepare and carry out a planned preventative maintenance (PPM) regime to ensure that all our lifting equipment and accessories remain compliant with relevant statutory requirements and that all maintenance, tests and inspections are recorded;

- Make arrangements for the statutory testing and thorough examination of all lifting equipment and accessories by a competent person at required intervals and maintain records of such testing an examinations;

- provide arrangements to have defective lifting equipment taken out of service;

- provide the necessary information, instruction and training for employees who use lifting equipment and appoint them in writing;

- provide adequate storage arrangements for lifting equipment and accessories;

- make arrangements to check the fitness of personnel who operate lifting equipment;

- ensure that all suppliers of hire equipment are competent contractors; and

- ensure that all the relevant maintenance, testing, inspection and thorough examination records of hired or leased equipment are maintained and checked.

Additional Information

Work Equipment Register

Work Equipment Register Example

Online Management Tools - Risk Assessment Register - Activity

Lifting Equipment Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Lifting Equipment Standard Operating Procedure Example

Lifting Plan Form

Lifting Plan Example

Maintenance Schedule Form

Maintenance Schedule Example

Online Management Tools - To Do List

How to Choose a Competent Contractor

Approved Contractor List

Approved Contractor List Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Letter of Appointment Template

Lifting Equipment Tool Box Talk

Health Monitoring Form

Health Monitoring Form Example

Work Equipment Breakdown and Repair Register

Lifting Equipment Guidance Note

Guidance Note

This Guidance Note should be read in conjunction with the Lifting Equipment Policy.

Introduction

Lifting equipment is work equipment that is used for lifting or lowering loads. The term lifting equipment also covers the accessories that anchor, fix or support the lifting equipment. Lifting equipment is used for a diverse range of tasks and the equipment has developed over the years so it can perform the simplest of tasks through to extremely complex ones.

Lifting equipment is widely used throughout the workplace, and is essential to the smooth running of many businesses. It is therefore vital that the equipment is maintained in good condition and used in a safe manner.

Examples of lifting equipment include: forklift truck, cherry picker (mobile elevated work platform), car transporter, mobile crane, gantry crane, building lift, tail lift, stair lift. Lifting accessories include: man-riding cages, web or wire slings, eye bolts or shackles.

Lifting equipment may also be used in the home, for example, stair lifts.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Lifting Equipment Policy and the information below should be used as an aide memoire for compliance with the procedure.

Prepare a register of all lifting equipment and accessories.

- Undertake a thorough review of all equipment throughout the work place and identify each item that is used for lifting purposes, such as:
    - forklift trucks
    - chains
    - block and tackle
    - hoist
    - overhead crane
    - spectacle lift (motor vehicle tow truck fitting)
    - passenger lift
    - mobile elevated work platforms (cherry pickers).
- Record the location and type of equipment on the Work Equipment Register.

Please see the "Additional Information" section of your Lifting Equipment Policy for a [Work Equipment Register](#) and a [Work Equipment Register Example](#) or click on these links.

Carry out risk assessments for the use of all our lifting equipment and accessories.

The following are the specific lifting equipment issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions detailing lifting capacities and other characteristics as they can be very helpful in spelling out the hazards and putting them in their true perspective

- look back at your accident and near miss records as these often help to identify the less obvious hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in the warehouse or maintenance staff for passenger lifts, visitors, pedestrians.

In each case, identify how they might be harmed, that is, what type of injury might occur. For example, the failure of the chain on the forklift resulting in the load being dropped onto passers-by causing crush injuries.

Some workers have special requirements and may be at particular risk:

- new and young workers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't get rid of it, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, hiring cranes and operators where the lifting task exceeds current capabilities

- prevent access to the hazard by, for example, cordoning off areas where lifting operations are being carried out

- organise work to reduce exposure to the hazard, for example, by putting barriers between pedestrians and the lifting zone

- issue personal protective equipment (PPE) such as high visibility clothing, footwear etc.

Improving health and safety need not cost a lot. For instance, including the weight of an item on its packaging to help prevent the overloading of a lifting appliance is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- failure of lifting equipment - all items maintained by competent engineer and subjected to statutory examinations at relevant intervals

- incorrect use of lifting equipment - all operators required to undertake training, and refresher training at regular intervals, authorisations issued.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to lifting equipment

- considered who might be involved in the use of lifting equipment or affected by the use of lifting equipment and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is as low as is possible

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Lifting Equipment Policy or click on the following links for the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a worked Lifting Equipment Risk Assessment Example.

Develop safe systems of work to include suitable lifting plans for all lifting operations, including routine ones.

- Routine operations may include:
  - the use of forklift trucks in a warehouse for picking items from racking
  - lifting of patients in a care home using a hoist
  - use of ramps in a motor vehicle repair shop.

Please click on the following links or see the "Additional Information" section of your Lifting Equipment Policy for access to a How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure template with a worked Lifting Equipment Standard Operating Procedure Example.

Create a detailed lifting plan for more complex lifting operations.

- For example, a detailed lifting plan would be required for the complex lifting operation of using a mobile crane to lift a boiler vessel into the plant room of a high rise building

- The plan must include, but is not necessarily limited to, consideration of the following elements:

  o   site plan of area in which the lift is to be undertaken;

  o   the weight, size and centre of gravity of the load;

  o   choice of the right accessories for lifting, depending upon the nature and weight of the load and the environment in which it is to be used;

  o   checks on the training certificates for crane operator and banksman, the lifting equipment statutory inspections and routine inspection records, making sure they relate to the equipment supplied;

  o   the location of the crane for carrying out the lift and the suitability of ground conditions and pads for outriggers;

  o   the anticipated path which the load will take, for example, to make sure that when using a mobile crane to swing the load from the trailer of a vehicle to the roof of the building it is not obstructed or over a pedestrian area;

  o   preparing a suitable place to set down the load;

  o   fitting the sling to the load, using an appropriate method of slinging;

  o   making the lift. A trial lift may be necessary to confirm the centre of gravity of the load and tag lines may be necessary to stop the load swinging;

  o   releasing the slings. Boards, trestles or similar may be necessary to prevent trapping of the sling; and

  o   clearing up.

For access to a Lifting Plan Form and a Lifting Plan Example, click on these links or see the "Additional Information" section of your Lifting Equipment Policy.

Prepare and carry out a planned preventative maintenance (PPM) regime to ensure that all our lifting equipment and accessories remain compliant with relevant statutory requirements and that all maintenance, tests and inspections are recorded.

- Identify all lifting equipment and accessories that require regular maintenance and inspections by a competent person. Examples include:

- a hook and chain will require visual inspections

- the hydraulic systems in a forklift truck will require servicing.

- Ensure that all maintenance and inspections are carried out in a timely fashion and recorded.

Please click on the following links or see the "Additional Information" section of your Lifting Equipment Policy for the Online Management Tools - To Do List, guidance on How to Choose a Competent Contractor, an Approved Contractor List a worked Approved Contractor List Example, a Maintenance Schedule Form and a Maintenance Schedule Example.

Make arrangements for the statutory testing and thorough examination of all lifting equipment and accessories by a competent person at required intervals and maintain records of such testing and examinations.

- The following is a non-exhaustive list of lifting equipment that require statutory thorough examinations:
  - o passenger lifts (at least every 6 months)
  - o forklift trucks (without people cages, at least every 12 months)
  - o vehicle lifts (at least every 12 months)
  - o mobile cranes (without people cages, at least every 12 months)
  - o tower cranes (without people cages, at least every 12 months)
  - o gin wheel (at least every 12 months)
  - o block and tackle (at least every 12 months).

- If equipment is found to be defective in any way, the following action must be taken by the competent person carrying out the examination:
  - o He must tell you immediately and confirm this in the report of thorough examination/inspection when a defect with the lifting equipment in their opinion is, or could become, a danger to people
  - o He must tell you immediately and send a copy of the report to the relevant enforcing authority (HSE or the local authority), even if the defect is remedied immediately, when a defect involves an existing or imminent risk of serious personal injury. A competent person who fails to report a defect, simply because it has been remedied on the spot, is disguising a potentially dangerous situation.

- If you are notified of a defect with equipment by the competent person:
  - o You must take action to rectify any defect you are told about.
  - o If you are notified of a serious and significant defect, you must immediately take the lifting equipment out of service until the defect has been put right. If you do not, you will be breaking the law.
  - o For defects that need to be rectified within a certain timescale, you must repair or replace the defective equipment within the specified time, and not use it after that time unless the defect has been satisfactorily put right.

- You must keep copies of all reports as follows:
  - o Thorough examination before first use.
  - o Lifting equipment - until the employer ceases to use the lifting equipment
  - o Lifting accessories - for two years.
  - o Thorough examination before use where the safety of the equipment depends on the installation conditions - Until the equipment is no longer in use at the place where it was installed/assembled
  - o In-service thorough examination (6-monthly, 12-monthly or examination scheme) - Until the next report is made or two years, whichever is the later.
  - o In-service inspections/tests - Until the next report is made.

Please see the "Additional Information" section of your Lifting Equipment Policy or click on the following links for the Online Management Tools - To Do List and guidance on How to Choose a Competent Contractor.

Provide arrangements to have defective lifting equipment taken out of service.

- The equipment must be taken out of service if a significant fault, related to the safety of the lifting function, is identified during the regular inspection and maintenance, the daily checks or the statutory thorough examinations.

- You must record all identified faults and the remedial actions taken.

Provide the necessary information, instruction and training for employees who use lifting equipment and appoint them in writing.

- You must ensure that all staff are trained in the equipment and procedures they are required to undertake.

- Training may include the use of external providers for specialist plant and equipment or services, for example, forklift trucks, patient hoists, vehicle lifts.

- All other employees must be informed of the actions and precautions to take when any lifting operations are being carried out

For a Lifting Equipment Tool Box Talk, a Training Needs Analysis Form and a worked Training Needs Analysis Form Example please see the "Additional Information" section of your Lifting Equipment Policy or click on the links.

Provide adequate storage arrangements for lifting equipment and accessories.

- Storage facilities must be suitable for the items to be stored without risk of damage to the equipment. For example, chains and webbing slings should be hung to prevent tangles and knots.

Make arrangements to check the fitness of personnel who operate lifting equipment.

- Reiterate the importance of health checks and the need for regular monitoring. Line managers are responsible for taking this information into consideration in the risk assessment process for use of lifting equipment.

- Employees must make the employer aware of any changes in their health status that could affect the validity of risk assessments.

Please see the "Additional Information" section of your Lifting Equipment Policy for a Health Monitoring Form and a Health Monitoring Form Example or click on these links.

Ensure that all suppliers of hire equipment are competent contractors.

In order to place a contractor on your Approved Contractor List, you need to do the following:

- check the information contained within How to Choose a Competent Contractor

- complete a contractor questionnaire and approval form

- if the contractor meets your required criteria, add their details to your Approved Contractor List.

Please click on these links or see the "Additional Information" section of your Lifting Equipment Policy for guidance on [How to Choose a Competent Contractor](#) and an [Approved Contractor List](#).

Ensure that all the relevant maintenance, testing, inspection and thorough examination records of hired or leased equipment are maintained and checked.

- Where any equipment is hired, for example, to temporarily replace owned equipment under repair, or leased, as a preference to owning equipment, then it is necessary to ensure that there are up to date records in place for all planned preventative maintenance (PPM), testing, inspection and statutory thorough examinations.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Safety Assessment Federation (SAFed)

Issue 2

05112012

Manual Handling

Policy

Introduction

Manual handling operations mean any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving of it) by hand or by bodily force. Many people hurt backs, arms, hands or feet lifting everyday loads, not just when the load is too heavy. Up to 2012, around a third of all over-three-day injuries reported to the Health and Safety Executive (HSE) and to local authorities were the result of manual handling activities.

Upper Limb Disorders (ULDs) can happen in almost any workplace where people do repetitive manual handling activities or work in awkward postures for prolonged periods of time or as a result of one-off incidents.

Early symptoms may be temporary muscular aches and pains, but if such work is not properly managed, they can develop into chronic and disabling disorders. Cumulative damage can build up over time causing pain and discomfort in necks, backs, shoulders, arms, hands or fingers.

Most cases could be avoided by the provision of suitable and regularly maintained mechanical aids together with relevant training on using the equipment safely and manual handling.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to manual handling activities, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Manual Handling Operations Regulations 1992 (as amended 2002)

- Personal Protective Equipment at Work Regulations 1992 (as amended).

Employer Responsibilities

To ensure that manual handling activities are undertaken safely and that safe systems of work are clearly understood throughout the company, we will:

- identify all manual handling tasks and situations where there is a risk of injury;

- avoid manual handling tasks, wherever practicable;

- assess and reduce unavoidable risks;

- provide employees with adequate information, instruction and training to enable them to perform their work safely;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all manual handling operations and activities undertaken by our employees;

- complete an initial appraisal of all operations to determine if a risk of injury to employees is present;

- avoid, wherever possible, manual handling tasks where there is a risk of injury to employees ;

- complete a detailed assessment of each manual handling operation if the risk is unavoidable;

- develop safe systems of work;

- inform all employees involved in manual handling operations of any possible risks and how these can be avoided;

- provide employees with sufficient information, instruction and training on approved, safe manual handling techniques to ensure their health and safety whilst undertaking tasks;

- deliver appropriate training in the use of any mechanical aids employees are expected to use;

- ensure appropriate health checks are made on the individuals performing the tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions; and

- periodically assess accident records to identify any trends in musculoskeletal injuries and ensure that serious injuries are appropriately reported.

Additional Information

Manual Handling Activities Register

Manual Handling Activities Register Example

Online Management Tools - Risk Assessment Register - Manual Handling

Manual Handling Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Manual Handling Standard Operating Procedure Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Manual Handling Tool Box Talk

Health Monitoring Form

Health Monitoring Form Example

Online Management Tools - Incident and Accident Recording Toolkit

Manual Handling Guidance Note

Issue 2

17052013

Guidance Note

This Guidance Note should be read in conjunction with the Manual Handling Policy.

Introduction

Manual handling operations mean any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving of it) by hand or by bodily force. Many people hurt backs, arms, hands or feet lifting everyday loads, not just when the load is too heavy. Up to 2012, around a third of all over-three-day injuries reported to the Health and Safety Executive (HSE) and to local authorities were the result of manual handling activities.

Upper Limb Disorders (ULDs) can happen in almost any workplace where people do repetitive manual handling activities or work in awkward postures for prolonged periods of time or as a result of one-off incidents.

Early symptoms may be temporary muscular aches and pains, but if such work is not properly managed, they can develop into chronic and disabling disorders. Cumulative damage can build up over time causing pain and discomfort in necks, backs, shoulders, arms, hands or fingers.

Most cases could be avoided by the provision of suitable and regularly maintained mechanical aids together with relevant training on using the equipment safely and manual handling.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Manual Handling Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all manual handling operations and activities undertaken by our employees.

- Review all areas of your business to identify manual handling tasks and activities (see details above) that are undertaken and record these using the Manual Handling Activities Register.

Please see the "Additional Information" section of your Manual Handling Policy for a Manual Handling Activities Register and a worked Manual Handling Activities Register Example or click on these links.

Complete an initial appraisal of all operations to determine if a risk of injury to employees is present.

- Assess each operation to ascertain whether or not there is a significant risk of injury due to:

  o the load being handled

  o the frequency of handling

  o the environment in which the task is being conducted

  o the abilities of the individuals involved. If the risk is identified as high or medium, then a detailed assessment is required.

Avoid, wherever possible, manual handling tasks where there is a risk of injury to employees.

- Consider the use of mechanical aids such as forklift trucks, pallet trucks or vacuum lifters to avoid manually handling loads.

Complete a detailed assessment of each manual handling operation if the risk cannot be avoided.

The following are the specific manual handling issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter.

In looking at manual handling hazards we have a useful acronym to help you to identify each element of a manual handling task. The acronym is:

T = Task (the job to be done)

I = Individual (the person performing the task, and their capabilities)

L = Load (the physical attributes of the load e.g. hot, cold, weight, shape)

E = Environment (the environment where the task is being performed)

- Look at all tasks that include some manual handling aspect and ask yourself if the level of risk is likely to be significant, that is, is the task likely to cause immediate or longer term health problems?

- Review likely loads of materials and equipment that your colleagues are likely to need to move manually, check also for size, shape and stability of load

- Could the load itself be hazardous, for example, chemicals?

- Observe your colleagues and see if any tasks seem to involve any additional effort to complete them. Are colleagues out of breath after a task or showing signs of physical exertion?

- Do any of the tasks you perform require materials to be handled on a repetitive basis? Repetitive tasks, even with modest loads, can cause immediate and longer term health problems

- Are there mechanical handling aids widely used in the organisation? The use of mechanical handling devices is a clear indication that you have significant manual handling risks

- Do you have any employees who complain of back injuries or any muscle or joint strains or injuries?

- Do your employees have to carry items long distances?

- What environment is the task being performed in? Are there excessive heat, cold or trip hazards?

Step 2 Decide who might be harmed and how

Who

For each manual handling hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, such as:

• people working in the storeroom

• office staff

• peripatetic workers, home workers, lone workers

• temporary staff

• maintenance workers

• employees with pre-existing medical conditions.

How

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur, for example:

• back injury

• work-related upper limb disorder

• lower limb injury through dropping a load.

Some workers have special requirements and may be at particular risk:

• new and young workers

• new or expectant mothers

• people with disabilities.

Extra thought will be needed for some hazards and, for manual handling risks, you will need to assess individual capabilities. You should:

• ensure that all staff notify you of any existing injuries or medical conditions which may affect their ability to complete manual handling tasks

• include maintenance workers etc who may not be in the workplace all the time

• ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about the risk. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the manual handling hazard altogether, by automating the process?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, ask your suppliers to deliver heavy materials directly to the point of use or specify maximum weight limits of materials

- organise work to reduce exposure to the hazard. You could share the work between colleagues or split loads to reduce risks

- provide simple mechanical solutions, for example, sack barrows, pump trucks

- promote team handling processes and procedures such as getting suitably trained staff to assist each other in certain handling tasks

- consult staff about possible solutions

- issue personal protective equipment (PPE), for example, clothing, footwear, gloves etc.

Improving health and safety need not cost a lot. For instance, team handling will only involve minimal costs but can make significant risk reductions. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- lifting components - sack barrow provided, staff received manual handling training, gloves provided

- dropping items on fingers or toes - staff received manual handling training, gloves and safety footwear.

- It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

  o identified all the potential hazards relating to manual handling

  o considered who might be involved in manual handling situations and the harm that they might come to

  o introduced control measures to manage all the significant hazards

  o demonstrated that the precautions are reasonable, and the remaining risk is low

  o involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Manual Handling Policy or click on the following links for the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a worked Manual Handling Risk Assessment Example.

Develop safe systems of work.

- A safe system of work for manual handling is one where the individuals concerned have a clear step-by-step approach to the safe handling of certain items. Many manual handling tasks can be satisfactorily dealt with by the control measures identified in your risk assessment. However some manual handling activities may need the development of a safe system of work. Examples of manual handling safe systems of work or additional controls might include:

  o detailed information on loads in terms of weight and stability

  o limitations placed on items of certain weight and designating them for team or mechanical handling only

  o clear identification of PPE requirements

  o if team handling is used, there must be a clear process for deciding who leads the manual handling activity

  o clear identification of mechanical aids and the training required for their use.

Click on the following links for guidance on How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure template and a Manual Handling Standard Operating Procedure Example or see the "Additional Information" section of your Manual Handling Policy.

Inform all employees involved in manual handling operations of any possible risks and how these can be avoided.

- Make the relevant risk assessments available for discussion.

- Train employees in the safe systems adopted.

Provide employees with sufficient information, instruction and training on approved, safe manual handling techniques to ensure their health and safety whilst undertaking tasks.

- Training may include the use of external providers for safe manual handling techniques such as kinetic lifting.

Please click on the following links or see the "Additional information" section of your Manual Handling Policy for access to a Manual Handling Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example.

Deliver appropriate training in the use of any mechanical aids employees are expected to use.

- Training may include the use of external providers for specialist areas, for example, training on the use of mechanical aids and any automated handling processes.

Please see the "Additional Information" section of your Manual Handling Policy or click on these links for a Training Needs Analysis Form and a Training Needs Analysis Form Example.

Ensure appropriate health checks are made on the individuals performing the tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions.

- Reiterate the importance of health checks and the need for regular monitoring. Line managers are responsible for taking this information into consideration in the risk assessment process for manual handling situations.

- Employees must make the employer aware of any changes in their health status that could affect the validity of risk assessments.

Please see the "Additional Information" section of your Manual Handling Policy for a Health Monitoring Form and a Health Monitoring Form Example or click on these links.

Periodically assess accident records to identify any trends in musculoskeletal injuries and ensure that serious injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records and your records on the NatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any manual handling-related accidents.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Personal Protective Equipment

Policy

Introduction

Personal Protective Equipment (PPE) is all equipment (including clothing providing protection against the weather) which is intended to be worn or held by people at work and which protects them against one or more risks to their health or safety.

Examples include: safety helmets, gloves, eye protection, high-visibility clothing, safety footwear, water and weather proof safety harnesses and insulated clothing.

Items not classed as PPE under the current legislation include:

- ordinary uniforms and work clothes which do not provide any protection

- equipment used while taking part in sport

- personal protection used for travelling on a road, as defined by the Road Traffic Act.

The main purpose of PPE is to protect employees from risk of injury. According to the hierarchy of controls, PPE should only be used as a last resort or in combination with other risk control measures. It is vital that PPE is issued in conjunction with adequate training.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to the provision and use of PPE, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Personal Protective Equipment at Work Regulations 1992 (as amended)

- The Equality Act 2010.

Employer Responsibilities

To ensure that the use of PPE will be undertaken safely and that our policy will be clearly understood throughout the company, we will:

- ensure suitable PPE is provided free of charge where necessary;

- ensure that where PPE is provided, it is suitable for use;

- provide employees with adequate information, instruction and training to enable them to use PPE safely;

- provide adequate storage facilities for PPE;

- provide resources to maintain PPE;

- monitor the use of PPE to ensure that it is being used correctly;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all operations and activities that may require the provision of PPE;

- avoid, wherever possible, the requirement for PPE by introducing other risk control measures;

- ensure our risk assessments identify the need for PPE as a control measure, where relevant, and that they take into consideration fit, comfort and compatibility with other items of PPE used simultaneously;

- train all employees in the risks presented by their work activities and how these can be controlled by using PPE in the correct manner;

- arrange for adequate accommodation for the correct storage of PPE;

- implement steps for the correct maintenance, cleaning and repair of PPE, according to manufacturers' instructions;

- implement a fault reporting system for employees to report broken or damaged PPE;

- replace PPE provided as necessary and at no cost to the employee;

- monitor the use of PPE in the workplace to ensure it is being worn correctly as outlined in the risk assessment process; and

- review, and amend as necessary, risk assessments on an annual basis, when significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

Additional Information

PPE Requirement Register

PPE Requirement Register Example

Online Management Tools - Risk Assessment Register - Activity

PPE Risk Assessment Example

Training Needs Analysis Form

Training Needs Analysis Form Example

PPE Tool Box Talk

PPE Training Record

PPE Training Record Example

PPE Issue Record Form

PPE Issue Record Example

PPE Training and Information Checklist

PPE Training and Information Checklist Example

Defect Report Form

PPE Correct Use Monitoring Form

PPE Correct Use Monitoring Form Example

PPE Record of Maintenance, Cleaning or Repair Form

PPE Record of Maintenance, Cleaning or Repair Form Example

PPE Guidance Note

Guidance Note

This Guidance Note should be read in conjunction with the Personal Protective Equipment Policy.

Introduction

Personal Protective Equipment (PPE) is all equipment (including clothing providing protection against the weather) which is intended to be worn or held by people at work and which protects them against one or more risks to their health or safety.

Examples include: safety helmets, gloves, eye protection, high-visibility clothing, safety footwear, water and weather proof safety harnesses and insulated clothing.

Items not classed as PPE under the current legislation include:

- ordinary uniforms and work clothes which do not provide any protection

- equipment used while taking part in sport

- personal protection used for travelling on a road, as defined by the Road Traffic Act.

The main purpose of PPE is to protect employees from risk of injury. According to the hierarchy of controls, PPE should only be used as a last resort or in combination with other risk control measures. It is vital that PPE is issued in conjunction with adequate training.

Procedural Steps

The text in **bold italics** is the steps taken directly from the PPE Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all operations and activities that may require the provision of PPE.

- PPE is routinely used by many people to control the risks arising from work activities. Those who:
  - are exposed to bodily fluids wear aprons, gloves etc
  - are exposed to falling objects wear hard hats, safety shoes etc
  - carry out welding wear visors, gauntlets etc
  - work with hazardous substances wear gloves, masks, respirators, overalls, safety glasses etc
  - work outdoors or in cold or hot climates wear waterproofs, thermal clothing, sunhats etc
  - are exposed to noise wear hearing protection etc
  - work with dangerous machinery like chainsaws or knives wear chain mail gloves etc.

Please complete a register of all your activities that require PPE.

Please see the "Additional Information" section of your PPE Policy or click on these links for a PPE Requirement Register and a worked PPE Requirement Register Example.

Avoid, wherever possible, the requirement for PPE by introducing other risk control measures.

- You should only introduce PPE after you have applied the earlier stages of the hierarchy of risk control. You should first, for example, try to eliminate or reduce the hazard, or isolate or prevent contact with it. Introduce safe systems of work, including training with PPE, as a last option in this hierarchy.

- PPE is the last option in the risk control hierarchy because effective PPE relies on the person wearing it. It only protects the user and it does not reduce the hazard at source.

- PPE is often ineffective if used in isolation: it is commonly used in conjunction with other control measures such as guarding, safe systems of work, permits to work etc.

Ensure our risk assessments identify the need for PPE as a control measure, where relevant, and that they take into consideration fit, comfort and compatibility with other items of PPE used simultaneously.

- Having completed risk assessments on specific activities, work equipment and processes, you will have identified a series of control measures. Within this control strategy you should ensure that relevant PPE has been identified.

- PPE is often used to control residual risk after applying more effective controls, for example, a competently erected scaffold with toe-boards and netting will prevent falling objects and wearing a hard hat will protect the employee in the unlikely event of these controls failing.

- It is important that when selecting appropriate PPE you consider the types of hazard, the degree of risk or residual risk, compatibility with other PPE or equipment and individual needs. For example, ear muffs may not be compatible with certain designs of hard hat and employees with facial hair will not be able to use some respirators.

- Individual comfort fitting of PPE is important to ensure that employees will accept this control measure and wear PPE at all times. Some PPE will need to be worn for a whole day or shift and if comfort issues are not addressed there will be more likelihood of non-compliance.

Train all employees in the risks presented by their work activities and how these can be controlled by using PPE in the correct manner.

- Ensure employees understand what the PPE is designed to protect against, how PPE is to be used and the correct storage and maintenance standards needed to ensure it remains in good condition.

- Arrange measures to record both the issue of PPE and the training provided.

- Establish effective training records to ensure that you have provided adequate training for all employees.

- Ensure that an accurate record of the PPE issued, and to whom it is issued, is kept and maintained.

For a Training Needs Analysis Form, a Training Needs Analysis Form Example, a PPE Training Record, a PPE Training Record Example, a PPE Issue Record Form and a PPE Issue Record Example please click on the links or see the "Additional Information" section of your PPE Policy.

Arrange for adequate accommodation for the correct storage of PPE.

- Ensure employees have adequate storage facilities to store PPE effectively so that it remains in a good state of repair

- Effective storage is required as it prevents PPE from being misplaced, or damage from chemicals, sunlight, high humidity, heat and accidental knocks etc.

Implement steps for the correct maintenance, cleaning and repair of PPE, according to manufacturers' instructions.

- Implement a fault reporting system for employees to report broken, damaged or ineffective PPE and explain this procedure to staff.

- Replace PPE as necessary and at no cost to the employee.

Please click on these links or see the "Additional Information" section of your PPE Policy Defect Report Form, a Defect Report Example, a PPE Record of Maintenance, Cleaning or Repair Form and a PPE Record of Maintenance, Cleaning or Repair Form Example.

Monitor the use of PPE in the workplace to ensure it is being worn correctly as outlined in the risk assessment process.

- Ensure your Performance Monitoring systems take into account the PPE to be worn on each activity and measure the level of compliance.

Please see the "Additional Information" section of your PPE Policy or click on these links for a PPE Correct Use Monitoring Form and a PPE Correct Use Monitoring Form Example.

Review, and amend as necessary, risk assessments on an annual basis, when significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment that effect the issue, use and maintenance of PPE.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Portable Electrical Appliances

Policy

Introduction

Generally, appliances that have a lead or cable and a plug and which are normally moved around or are easily movable from place to place are classified as portable electrical appliances. This description also incorporates electrical equipment that could be moved, although remains static for the most part, such as photocopiers, desktop computers etc.

Nearly a quarter of all reportable electrical accidents involve portable equipment and the vast majority result in electric shock. By concentrating on a simple and inexpensive system that looks for visible signs of damage or faults, and puts them right, you can prevent most electrical accidents from happening.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to any work they undertake using any portable electrical appliances, and to comply with all relevant legislation, including:

- Health and Safety at Work etc Act 1974

- Management of Health and Safety at Work Regulations 1999

- Provision and Use of Work Equipment Regulations 1998

- Electricity at Work Regulations 1989.

Employer Responsibilities

To ensure that the use of portable electrical appliances will be undertaken safely and that our policy will be clearly understood throughout the company, we will:

- identify all portable electrical appliances we currently use in our activities;

- ensure portable electrical appliances are fit for the purpose intended;

- provide information, instruction, training and supervision on the safe use of portable electrical appliances;

- ensure portable electrical appliances are maintained in a safe condition;

- carry out, and record the results of, inspections periodically;

- ensure there is a clear procedure for the reporting of defects, faults and incidents;

- ensure that risks, created by the use of the equipment, are eliminated where possible or controlled by the use of appropriate measures; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all work undertaken by our employees that involves the use of portable electrical appliances;

- avoid, wherever possible, the use of portable electrical appliances where there is a risk of injury to employees;

- complete a detailed assessment of each task involving portable electrical appliances;

- develop safe systems of work ;

- provide employees with sufficient information, instruction and training to ensure their health and safety whilst working with portable electrical appliances;

- communicate instructions to all employees for the reporting of defects and faults and ensure they are adhered to and that any faulty portable electrical appliance is removed from use and replaced as soon as possible; and

- periodically assess accident records to identify any trends in portable electrical appliance accidents and ensure that serious injuries are appropriately reported.

Additional Information

Portable Electrical Appliance Register

Portable Electrical Appliance Register Example

Online Management Tools - Risk Assessment Register - Activity

Portable Electrical Appliance Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Portable Electrical Appliance Standard Operating Procedure Example

Portable Electrical Appliance Guidance Note

Training Needs Analysis Form

Training Needs Analysis Form Example

Portable Electrical Appliance Tool Box Talk

Maintenance Schedule Form

Maintenance Schedule Example

Online Management Tools - To Do List

Defect Report Form

Online Management Tools - Incident and Accident Recording Toolkit

Guidance Note

This Guidance Note should be read in conjunction with the Portable Electrical Appliances Policy.

Introduction

Generally, appliances that have a lead or cable and a plug and which are normally moved around or are easily movable from place to place are classified as portable electrical appliances. This description also incorporates electrical equipment that could be moved, although remains static for the most part, such as photocopiers, desktop computers etc.

Nearly a quarter of all reportable electrical accidents involve portable equipment and the vast majority result in electric shock. By concentrating on a simple and inexpensive system that looks for visible signs of damage or faults, and puts them right, you can prevent most electrical accidents from happening.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Portable Electrical Appliances Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all work undertaken by our employees that involves the use of portable electrical appliances.

Identify all portable electrical appliances that are used or are available for use throughout the workplace, such as:

- office equipment, for example, shredders, printers etc

- woodworking equipment, for example, a chop saw

- metal working equipment, for example, a lathe

- hot work equipment, for example, soldering irons, MIG or TIG welding

- compressors

- power tools.

Record the location and type of equipment on the portable electrical appliance register.

Click here for a Portable Electrical Appliance Register and a Portable Electrical Appliance Register Example or see the "Additional Information" section of your Portable Electrical Appliances Policy.

Complete a detailed assessment of each task involving portable electrical appliances.

The following are the specific portable electrical appliance issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions or equipment handbooks as they can be very helpful in spelling out the hazards and putting them in their true perspective

- look back at your accident and ill health records as these often help to identify the less obvious hazards

- remember to think about long-term health hazards as well as safety hazards: Examples of long-term health hazards could be:

    o hazardous levels of noise or vibrations

    o exposure to harmful substances such as the lubricants or cutting fluids used with portable electrical appliances

    o dusts produced by the action of portable electrical appliances.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people at nearby workstations or passers-by.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur: for example, electric shock from exposed live wires due to damaged casing or cable insulation.

Some workers, for example, new and young workers, have special requirements and may be at particular risk.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by your portable electrical appliances.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I avoid using the portable electrical appliance altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, using a cordless (battery powered) drill or a 110v drill instead of standard mains 240V one

- prevent access to the hazard by guarding it or planned preventative maintenance

- organise work to reduce exposure to the hazard by:

  o providing Residual Current Device (RCD) breakers to disconnect the supply in the event of a fault

  o erecting barriers around electrical equipment test areas

  o performing pre-use checks for damaged items

- issue personal protective equipment (PPE) such as hearing protection, footwear, goggles etc

- provide welfare facilities, for example, first aid and washing facilities for the removal of contamination. Improving health and safety need not cost a lot. For instance, pre-use checking of portable appliances for damaged casings or cables to help prevent exposure to live parts is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- contact with live conductors causing electric shock or burns - all electrical circuits fitted with residual current devices (RCDs)

- perform pre-use checks before using equipment.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to portable electrical appliances

- considered who might be involved in the use of portable electrical appliances and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is as low as possible

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Portable Electrical Appliances Policy or click on these links for access to the Online Management Tools - Risk Assessment Register, a Portable Electrical Appliance Risk Assessment Example, Online Management Tools - To Do List.

Develop safe systems of work.

- The procedure will include provisions for operator authorisation, pre-use or pre-issue checks, maintenance checks, and periodic inspections including, where appropriate, portable appliance testing

- Also included should be:
    - o daily checks on any cables, equipment casings, switches, RCDs etc
    - o end of use checks prior to return to storage or equipment cases

- Fault reporting systems.

For guidance on How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure and a Portable Electrical Appliance Standard Operating Procedure Example click on thee links or see the "Additional Information" section of your Portable Electrical Appliances Policy.

Provide employees with sufficient information, instruction and training to ensure their health and safety whilst working with portable electrical appliances.

- You must ensure that all staff are trained in how to use the equipment and the procedures they are required to undertake.

- Training may include the use of external providers for specialist plant or equipment such as abrasive wheels (angle grinders), hammer action tools etc.

Please click on the following links or see the "Additional Information" section of your Portable Electrical Appliances Policy for a Portable Electrical Appliance Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example.

Communicate instructions to all employees for the reporting of defects and faults and ensure they are adhered to and that any faulty portable electrical appliance is removed from use and replaced as soon as possible.

- If, during the pre-use checks or during operation, a fault is identified, this should be recorded and forwarded to the person responsible for the portable electrical appliance.

- Have the defect rectified by a competent person. In some cases this may require the assistance of a contractor such as an electrician or the equipment manufacturer's engineer etc.

Please see the "Additional Information" section of your Portable Electrical Appliance Policy for a Defect Report Form and a Defect Report Example or click on these links.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Standards Institution (BSI)

Electrical Contractors' Association (ECA)

Health and Safety Executive (HSE)

Institution of Engineering and Technology (I.E.T.)

National Association of Professional Inspectors and Testers (NAPIT)

National Inspection Council for Electrical Installation Contracting (NICEIC)

Issue 2

05112012

Pressure Systems

Policy

Introduction

A pressure system is defined in law as:

- 'A system comprising one or more pressure vessels of rigid construction, any associated pipework and protective devices

- The pipework with its protective devices to which a transportable pressure receptacle is or is intended to be, connected; or

- A pipeline and its protective devices, which contains or which is liable to contain a relevant fluid but does not include a transportable pressure receptacle'.

Some of the many forms of pressure systems found within the workplace are: pressurised plant, boilers and steam heating systems, compressed air systems and pipework. This list is not exhaustive. If pressure equipment fails during use, the results can be catastrophic. People can be seriously injured or killed and serious damage to property can occur. Each year, around 150 serious incidents happen resulting in the deaths of a number of people.

Employers and the self-employed have a duty to provide a safe workplace and safe work equipment, but designers, manufacturers, suppliers and installers also have duties.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to any pressure systems we operate, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Personal Protective Equipment at Work Regulations 1992 (as amended)

- Pressure Systems Safety Regulations 2000

- Provision and Use of Work Equipment Regulations 1998.

Employer Responsibilities

To ensure that all our pressure systems are operated safely and that safe systems of work and our policy will be clearly understood throughout the company, we will:

- provide safe and suitable equipment;

- ensure that all employees understand the operating conditions;

- fit suitable protective devices and ensure they function properly;

- carry out suitable maintenance;

- provide information, instruction and training;

- ensure appropriate examinations of the equipment are undertaken; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- create a register of all relevant pressure systems and equipment;

- undertake a risk assessment on pressure systems to ensure that they operate safely;

- ensure that any new equipment is suitable for its intended purpose and is installed correctly;

- ensure that, where appropriate due to its size and nature, a written scheme of examination has been prepared or certified by a competent individual, on relevant pressure systems;

- train our employees in the safe operation and use of the equipment, including emergency procedures; and

- create relevant maintenance schedules.

Additional Information

Pressure Systems Register

Pressure Systems Register Example

Online Management Tools - Risk Assessment Register - Activity

Pressure Systems Risk Assessment Example

Training Needs Analysis Form

Training Needs Analysis Form Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Pressure Systems Standard Operating Procedure Example

 Pressure Systems Guidance Note

Pressure System Tool Box Talk

Maintenance Schedule Form

Maintenance Schedule Example

Online Management Tools - To Do List

Guidance Note

This Guidance Note should be read in conjunction with the Pressure Systems Policy.

Introduction

A pressure system is defined in law as:

- 'A system comprising one or more pressure vessels of rigid construction, any associated pipework and protective devices

- The pipework with its protective devices to which a transportable pressure receptacle is or is intended to be, connected; or

- A pipeline and its protective devices, which contains or which is liable to contain a relevant fluid but does not include a transportable pressure receptacle'.

Some of the many forms of pressure systems found within the workplace are: pressurised plant, boilers and steam heating systems, compressed air systems and pipework. This list is not exhaustive. If pressure equipment fails during use, the results can be catastrophic. People can be seriously injured or killed and serious damage to property can occur. Each year, around 150 serious incidents happen resulting in the deaths of a number of people.

Employers and the self-employed have a duty to provide a safe workplace and safe work equipment, but designers, manufacturers, suppliers and installers also have duties.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Pressure Systems Policy and the information below should be used as an aide memoire for compliance with the procedure.

Create a register of all relevant pressure systems and equipment.

Many people routinely work with pressures systems or tools and equipment powered by them. Pressure systems and equipment could include:

- boilers and steam heating systems

- pressurised process plant and piping

- compressed air systems, fixed and portable

- pressure cookers, autoclaves and retorts

- heat exchangers and refrigeration plant

- valves, steam traps and filters

- pipework and hoses

- pressure gauges and level indicators.

Please see the "Additional Information" section of your Pressure Systems Policy for a [Pressure Systems Register](#) and a [Pressure Systems Register Example](#) or click on these links.

Undertake a risk assessment on pressure systems and equipment to ensure that they operate safely.

The following are the specific pressure system issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what pressure systems and equipment you have that could potentially cause harm

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions for pressure systems and equipment as they can be very helpful about safe operating pressures, maintenance and inspection requirements and putting hazards into their true perspective

- Remember to think about health hazards associated with the use of pressure systems and equipment, for example, high noise levels, vibration, exposure to harmful substances, dust or temperature hazards. Pressure system hoses are also a major trip hazard.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed; it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, motor mechanics or monumental masons using shot blasters.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur: for example, accidental or deliberate injection of material or compressed air into the skin or body orifices.

Some people may be at particular risk:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option such as switching to using hand-held or battery powered tools

- prevent access to the hazard, for example, by segregation and automation

- organise work to reduce exposure to the hazard, for example, authorised access to pressure systems and split-shift patterns

- issue personal protective equipment (PPE), for example, goggles, hearing protection etc.

Improving health and safety need not cost a lot. For instance, installing inertia reel airlines and reducing potential trip hazards are relatively low-cost precautions, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- tripping over airlines - ensure airlines are fully retracted when not in use

- potential explosion risks - regular maintenance and written scheme of inspection.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to pressure systems

- considered who might be involved with pressure systems and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- control measures such as the need for a written scheme of examination are required by law if any pressure system is operating at 0.5 bar (approximately 7psi) above atmospheric pressure and have a pressure capacity product of 250 bar litres or more.

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please click on the following links or see the "Additional Information" section of your Pressure Systems Policy for access to the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List, and a worked Pressure Systems Risk Assessment Example.

Ensure that any new equipment is suitable for its intended purpose and is installed correctly.

- When installing new equipment, ensure that it is suitable for its intended purpose and that it is installed correctly. This requirement can normally be met by using the appropriate design, construction and installation standards and codes of practice.

- The pressure system should be designed and manufactured from suitable materials. You should make sure that the vessel, pipes and valves have been made of suitable materials for the liquids or gases they will contain.

- Ensure the system can be operated safely, without, for example, having to climb or struggle through gaps in pipework or structures.

- Be careful when repairing or modifying a pressure system. Following a major repair or modification, you will need to have the whole system re-examined before allowing the system to come back into use.

Ensure that, where appropriate due to its size and nature, a written scheme of examination has been prepared or certified by a competent individual, on relevant pressure systems.

- A written scheme of examination is required for any pressure systems operating above 0.5 bar (approximately 7psi)

- A written scheme of examination will include:

    o identification of the items of plant or equipment within the system

    o those parts of the system which are to be examined

    o the nature of the examination required, including the inspection and testing to be carried out on any protective devices

    o the preparatory work needed for the item to be examined safely

    o where appropriate, the nature of any examination needed before the system is first used

    o the maximum interval between examinations

    o the critical parts of the system which, if modified or repaired, should be examined by a competent person before the system is used again

    o the name of the competent person certifying the written scheme of examination

    o the date of certification.

Train our employees in the safe operation and use of the equipment, including emergency procedures.

- Everybody operating, installing, maintaining, repairing, inspecting and testing pressure equipment should have the necessary skills and knowledge to carry out their jobs safely. You will need to provide suitable training. This includes all new employees, who should have initial training and be supervised closely.

- Additional training or retraining may be required if:

    o the job changes

    o the equipment or operation changes

    o skills have not been used for a while.

For a Pressure System Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example please click on the links or see the "Additional Information" section of your Pressure Systems Policy.

Create relevant maintenance schedules.

- All pressure equipment and systems should be properly maintained. There should be a maintenance programme for the system as a whole. It should take into account the system and equipment age, its uses and the environment.

- Look for tell-tale signs of problems with the system. For example, if a safety valve repeatedly discharges it could be an indication that either the system is over-pressurising or the safety valve is not working correctly.

- Look for signs of wear and corrosion.

- Systems should be depressurised before maintenance work is carried out.

Ensure there is a safe system of work, so that maintenance work is carried out properly and under suitable supervision.

Please see the "Additional Information" section of your Pressure Systems Policy or click on these links for the Online Management Tools - To Do List. a Maintenance Schedule Form, a Maintenance Schedule Example, guidance on How to Write a Safe System of Work (including Standard Operating Procedure) , a Standard Operating Procedure template and a Pressure Systems Standard Operating Procedure Example.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Work Equipment

Policy

Introduction

Work equipment includes any machinery, appliance, apparatus or tool and any assembly of components that, in order to achieve a common end, are arranged and controlled so that they function as a whole. Examples include: lifting equipment, machinery, hand tools, protective equipment and computer hardware.

The suitability of work equipment is controlled under the Provision and Use of Work Equipment Regulations (PUWER) 1998 which implement the requirements of the EC directive on the minimum health and safety requirements for the use of work equipment in the workplace. They set objectives, rather than establish prescriptive standards. The definition of work equipment is extremely wide but it may be accepted that almost any equipment used at work falls within the scope of the regulations.

As a business, it is important to comply with the regulations surrounding work equipment because:

- it is an offence not to do

- they ensure the proper management of work equipment which will significantly reduce the likelihood of incidents occurring that are caused by faulty equipment.

Many operatives see checklists and inspection sheets as simply paperwork exercises but it is important to remember, and reinforce, that they are an integral part of safety management.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the safe use, maintenance and inspection of our work equipment, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Provision and Use of Work Equipment Regulations (PUWER)1998

- Personal Protective Equipment at Work Regulations 1992.

Employer Responsibilities

To ensure that all work equipment provided is fit for purpose and that all necessary inspection and maintenance records are kept up to date, we will:

- identify all work equipment that we currently use in our activities;

- provide information, instruction, training and supervision on the safe use of work equipment;

- ensure machinery and equipment are maintained in a safe condition;

- carry out inspections periodically and record the results, where appropriate;

- ensure there is a clear procedure for the reporting of defects, faults and incidents;

- ensure that risks, created by the use of the equipment, are, by using the appropriate measures, eliminated, where practicable, or controlled; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- ensure existing or new equipment is clearly labelled with a conformité européenne (French for European conformity) marking, where appropriate. This is always abbreviated to a 'CE' marking;

- install equipment and ensure that it is located and used so as to minimise the risk to operators and others;

- identify all the equipment available for use;

- assess the risks created from the use of work equipment and eliminate or control them, where practicable;

- develop safe systems of work;

- provide the necessary information, instruction and training for employees who use work equipment and, where necessary, appoint them in writing;

- ensure that all work equipment provided is regularly maintained and tested under statutory requirements or manufacturers' instructions, where applicable, using competent contractors where necessary;

- communicate, to all employees, instructions for the reporting of defects and faults and ensure that they are adhered to and that any faulty equipment is removed from use and replaced as soon as possible; and

- periodically assess accident records to identify any trends in work equipment accidents and ensure that serious injuries are appropriately reported.

Additional Information

Work Equipment Register

Work Equipment Register Example

Online Management Tools - Risk Assessment Register - Activity

Work Equipment Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Work Equipment Standard Operating Procedure Example

Work Equipment Guidance Note

Training Needs Analysis Form

Training Needs Analysis Form Example

Work Equipment Tool Box Talk

Maintenance Schedule Form

Maintenance Schedule Example

Online Management Tools - To Do List

Work Equipment Inspection Form

Work Equipment Inspection Example

Storage Racking Inspection Form

Storage Racking Inspection Form Example

Defect Report Form

Defect Report Example

Online Management Tools - Incident and Accident Recording Toolkit

How to Choose a Competent Contractor

Issue 2

04112015

Guidance Note

This Guidance Note should be read in conjunction with the Work Equipment Policy.

Introduction

Work equipment includes any machinery, appliance, apparatus or tool and any assembly of components that, in order to achieve a common end, are arranged and controlled so that they function as a whole. Examples include: lifting equipment, machinery, hand tools, protective equipment and computer hardware.

The suitability of work equipment is controlled under the Provision and Use of Work Equipment Regulations (PUWER) 1998 which implement the requirements of the EC directive on the minimum health and safety requirements for the use of work equipment in the workplace. They set objectives, rather than establish prescriptive standards. The definition of work equipment is extremely wide but it may be accepted that almost any equipment used at work falls within the scope of the regulations.

As a business, it is important to comply with the regulations surrounding work equipment because:

- it is an offence not to do

- they ensure the proper management of work equipment which will significantly reduce the likelihood of incidents occurring that are caused by faulty equipment.

Many operatives see checklists and inspection sheets as simply paperwork exercises but it is important to remember, and reinforce, that they are an integral part of safety management.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Work Equipment Policy and the information below should be used as an aide memoire for compliance with the procedure.

Ensure existing or new equipment is clearly labelled with a 'CE' marking, where appropriate.

These are the 20 categories of equipment that require a CE mark to be applied:

Appliances Burning Gaseous Fuels (AppliGas)	Cableway Installations to Carry Persons
Low Voltage Electrical Equipment	Construction Products
Equipment and Protective Systems for use in Potentially Explosive Atmospheres (Atex)	Explosives for Civil Uses
Hot Water Boilers	Lifting Equipment
Machinery (as defined in the Machinery Directive (89/392/EEC))	Measuring Instruments
Medical Devices	Active Implantable Medical Devices
In Vitro Diagnostic Medical Devices	Non-automatic Weighting Instruments
Radio and Telecommunications Terminal Equipment (R&TTE)	Personal Protective Equipment (PPE)
Simple Pressure Vessels	Pressure Equipment
Recreational Craft	Toys

- The CE conformity marking shall consist of the initials CE in the form shown below:
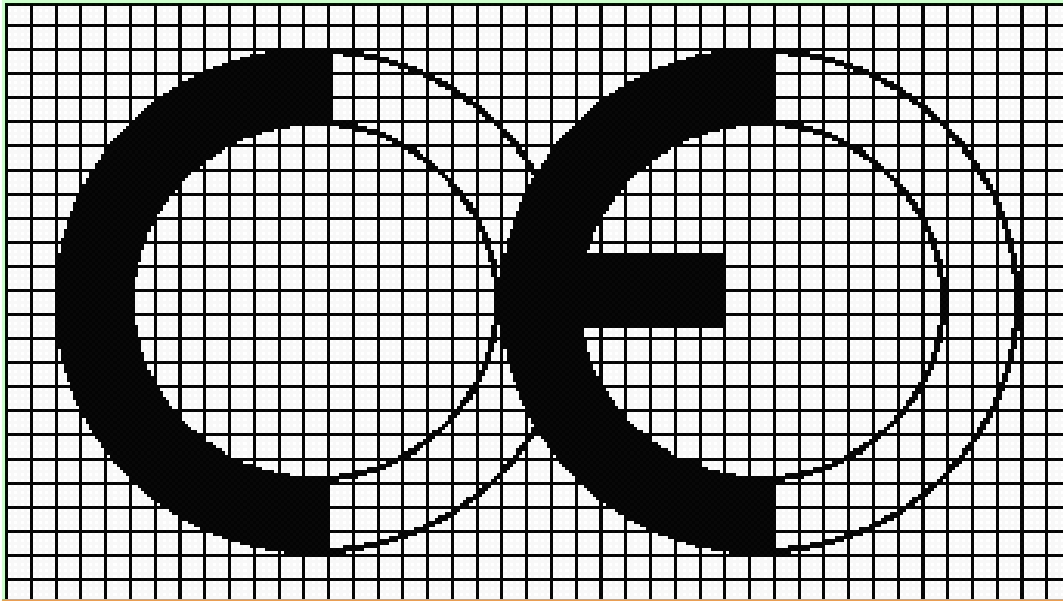
- If the CE marking is reduced or enlarged the proportions given in the above graduated drawing must be respected

- The various components of the CE marking must have substantially the same vertical dimension, which may not be less than 5 mm

- A CE mark is not a guarantee of safety. Risk assessments still need to be carried out.

Install equipment and ensure that it is located and used so as to minimise the risk to operators and others.

- Match the requirements of the work equipment to the location where it is to be situated, its method of use and the work that is conducted in the immediate vicinity. For example, where a woodworking machine is to be installed, ensure that its location provides for the wood to be stored and placed on the machine carrier without impeding the operator's access to the controls. In addition, where the equipment produces high noise levels an enclosure might be required.

Identify all the equipment available for use.

- Undertake a thorough review of all work equipment throughout the workplace and identify each item that is used or is available for use. For example:
    o office equipment such as shredders, printers etc
    o woodworking equipment, for example, a chop saw
    o metal working equipment, for example, a power press
    o hand tools, for example, chisels, screwdrivers etc
    o hot work equipment such as soldering irons, welding equipment
    o compressors
    o heavy duty equipment such as waste material separators etc.
- Record the location and type of equipment on the work equipment register.

Please see the "Additional Information" section of your Work Equipment Policy for a <u>Work Equipment Register</u> and a <u>Work Equipment Register Example</u> or click on these links.

Assess the risks created from the use of work equipment and eliminate or control them, where practicable.

The following are the specific work equipment issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm from the work equipment or its use

- ask your employees or their representatives what they think. They may have noticed things when using the work equipment that are not immediately obvious to you

- check manufacturers' instructions for the work equipment and data sheets for chemicals which are used with the equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective

- look back at your accident and ill health records as these often help to identify the less obvious hazards

- remember to think about long-term health hazards, for example, high noise levels or exposure to harmful substances, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, machine operators on the shop floor or people working near the equipment.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example:

- entanglement of loose fitting clothing worn by operators

- excessive noise levels from the machinery operating next to someone.

Some workers have special requirements and may be at particular risk:

- new and young workers

- new or expectant mothers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by the use of your work equipment.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, switch to using a less hazardous chemical or using two handed controls

- prevent access to the hazard, for example, by guarding it

- organise work to reduce exposure to the hazard, for example, employing staff rotation to reduce exposure to noise

- issue personal protective equipment (PPE), such as clothing, footwear, goggles etc

- provide welfare facilities such as first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. For instance, early replacement or repair of mushroom headed tools to prevent fragmentation and eye injuries may be a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- eye injury from mushroom headed tools - regular inspections of all hand tools to identify the need for early replacement

- fumes from welding - local exhaust ventilation used and regularly checked.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to work equipment

- considered who might be involved in the use of work equipment and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is as low as possible

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please click on the following links or see the "Additional Information" section of your Work Equipment Policy for access to the Online Management Tools - Risk Assessment Register, Online Management Tools - To Do List and a Work Equipment Risk Assessment Example.

Develop safe systems of work.

The procedure should include:

- provisions for operator authorisation, issue of keys, emergency procedures for incidents such as the failure of guarding around a saw blade on a band saw

- how the equipment is to be used and its limitations

- the daily checks

  o on any emergency stop buttons, pull wires etc

  o on hand tools

  o start up and close down.

- fault reporting systems.

Please click on the following links for guidance on How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure template and a Work Equipment Standard Operating Procedure Example or see the "Additional Information" section of your Work Equipment Policy.

Provide the necessary information, instruction and training to employees who use work equipment and where necessary appoint them in writing.

- You must ensure that all staff are trained in the equipment and procedures they are required to undertake.

- Training may include the use of external providers for specialist plant, equipment or services, for example, power presses, abrasive wheels, tower scaffolds etc.

For a Work Equipment Tool Box Talk, a Training Needs Analysis Form, a Training Needs Analysis Form Example please see the "Additional Information" section of your Work Equipment Policy or click on these links.

Ensure that all work equipment provided is regularly maintained and tested under statutory requirements or manufacturers' instructions, where applicable, using competent contractors where necessary

- Identify all work equipment that requires regular maintenance or inspections by a competent person. Examples include:

  o power presses

  o band saws

  o guillotines

  o lifting equipment

- Ensure that all maintenance and inspections are carried out in a timely fashion, and recorded.

Please see the "Additional Information" section of your Work Equipment Policy for the Online Management Tools - To Do List, guidance on How to Choose a Competent Contractor, a Work Equipment Inspection Form, a Work Equipment Inspection Example, a Storage Racking Inspection Form, a Storage Racking Inspection Form Example, a Maintenance Schedule Form and a Maintenance Schedule Example.

Communicate, to all employees, instructions for the reporting of defects and faults and ensure that they are adhered to and that any faulty equipment is removed from use and replaced as soon as possible.

- If, during the inspection process, a fault is identified then this should be recorded and forwarded to the person responsible for the work equipment.

- Have the defect rectified by a competent person. In some cases this may require the assistance of a contractor such as an electrician or equipment manufacturer's engineer etc.

- Where defect is safety critical e.g. exposed electrical wiring, the equipment should be removed from use.

Please see the "Additional Information" section of your Work Equipment Policy for the Defect Report Form and a Defect Report Example.

Periodically assess accident records to identify any trends in work equipment accidents and ensure that serious injuries are appropriately reported.

For example, regularly review accident books, computer-based accident records and your records on the NatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are related to the use of work equipment or associated activities.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

WORKPLACE AND ENVIRONMENT

Building Maintenance

Policy

Introduction

Building maintenance is an essential component of any company's commitment to providing a safe working environment for all its employees. Carrying out building maintenance ensures that the fabric of the buildings is kept in a safe and serviceable condition.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees and visitors, contractors and any others who may visit the property for the purpose of maintaining or repairing the buildings, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To comply with the relevant legislation and to meet the health, safety and welfare needs of our employees, visitors, contractors and others, we will take a controlled and systematic approach to the maintenance and repair of every workplace under our control and all other premises. We will:

- appoint a competent person to assume overall responsibility for ensuring that workplaces and premises meet the required standards;

- allocate responsibilities for the care and maintenance of the workplaces and premises; and

- carry out regular inspections and tests of the workplace.

Procedure

To fulfil our responsibilities as outlined above, we will:

- undertake a workplace risk assessment of all premises and workplaces to be used by the company. This may include the completion of a detailed building or structural survey, which would be carried out by a suitably qualified person;

- prepare and carry out a planned preventative maintenance regime to ensure that the structure and facilities of our buildings remain compliant with the relevant statutory requirements;

- ensure that all buildings are maintained in a good state of repair;

- undertake regular health and safety inspections of the workplace;

- provide adequate information, instruction and training for employees and others;

- ensure that all our premises have a planned preventative maintenance schedule for all key building services and that service level agreements are established, where appropriate;

- maintain records of all maintenance, breakdowns and repairs;

- ensure that designated responsible persons have access to the essential information needed in the event of an emergency or breakdown or when an incident results in emergency procedures being implemented;

- ensure that all maintenance and repairs are undertaken only by authorised persons possessing the required level of knowledge and training to carry out the work safely; and

- ensure that all insurance, inspection etc certificates are current and available.

Additional Information

Workplace Risk Assessment Form

Workplace Risk Assessment Example

How to Choose a Competent Contractor

Universal Inspection Form

Universal Inspection Form Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Maintenance Schedule Form

Maintenance Schedule Example

Building Repairs Record Form

Building Repairs Record Example

Approved Contractor List

Approved Contractor List Example

Building Maintenance Guidance Note

Online Management Tools - To Do List

Guidance Note

This Guidance Note should be read in conjunction with the Building Maintenance Policy.

Introduction

Building maintenance is an essential component of any company's commitment to providing a safe working environment for all its employees. Carrying out building maintenance ensures that the fabric of the buildings is kept in a safe and serviceable condition.

Procedural Steps

The text in ***bold italics*** is the steps taken directly from the Building Maintenance Policy and the information below should be used as an aide memoire for compliance with the procedure.

Undertake a workplace risk assessment of all premises and workplaces to be used by the company. This may include the completion of a detailed building or structural survey, which would be carried out by a suitably qualified person.

The following are the specific issues to be considered in each of the steps of a detailed risk assessment for building maintenance:

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards. Here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions for the use of equipment. These can be very helpful in spelling out hazards and putting them in their true perspective

- look back at your accident and ill-health records as these often help to identify the less obvious hazards

- remember to think about long-term health hazards, such as high noise levels, as well as safety hazards

- think about the additional hazards that may be introduced by the maintenance activity, for example, roof maintenance requires work at height.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed so you can identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in storerooms or passers-by.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. One example might be that poor housekeeping may lead to trip hazards.

Some workers have special requirements and may be at particular risk:

- new and young workers

- new or expectant mothers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc may not be in the workplace all the time

- members of the public could possibly be hurt by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't get rid of it, how can I control the risk so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, instead of a ladder provide a tower scaffold or mobile elevated working platform;

- prevent access to the hazard, for example, by guarding it;

- organise work to reduce exposure to the hazard, for example put barriers between pedestrians and traffic;

- issue personal protective equipment such as clothing, footwear, goggles, harnesses etc; and

- provide welfare facilities such as first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. For instance, cleaning windows with a hose and brush on a fixed pole rather than a ladder and bucket arrangement is a low-cost precaution considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple. For example, you might record:

- tripping over rubbish - bins provided, staff instructed, weekly housekeeping checks; and

- work at height - mobile elevated working platform (MEWP) provided, employees trained in its use and platform regularly checked by competent engineer.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to building maintenance;

- considered who might be involved in hazardous building maintenance situations and the harm that they might come to;

- introduced control measures to manage all the significant hazards;

- demonstrated that the precautions are reasonable, and the remaining risk is low; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the [Online Management Tools - To Do List](#).

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Building Maintenance Policy or click on these links for access to a Workplace Risk Assessment Form and a Workplace Risk Assessment Example.

Prepare and carry out a planned preventative maintenance regime to ensure that the structure and facilities of our buildings remain compliant with the relevant statutory requirements.

- Identify all building facilities and structures that require regular maintenance and inspections. The following is a non-exhaustive list of elements that require inspection or maintenance:

  o every electrical installation should be checked by a competent person in accordance with BS 7671 at least every five years or more frequently should your insurer require it;

  o any gas installation must be annually inspected by a competent engineer such as a Gas Safe registered individual or company;

  o where applicable, your asbestos management plan will identify the necessary frequency of inspections of all asbestos containing materials (ACMs);

  o fire alarm systems should be maintained and tested on a regular basis. For example, the alarm may be activated on a weekly basis by tripping a different call point each time. The main system should be serviced by an engineer annually

  o fire extinguishers should be serviced annually;

  o water systems may require regular checks to verify that the risks caused by water-borne organisms are controlled;

  o any local exhaust ventilation system should be checked every 12 months; and

  o pressure systems such as air receivers, boilers etc must be maintained by a competent engineer and examined annually.

For guidance on How to Choose a Competent Contractor, an Approved Contractor List, a Approved Contractor List Example, a Maintenance Schedule Form and a Maintenance Schedule Example, please see the "Additional Information" section of your Building Maintenance Policy or click on these links.

Ensure that all buildings are maintained in a good state of repair.

- Where an inspection of any system or structure identifies a deficiency against the required standard, timely remedial action must be taken to restore it to the required standard.

- Where necessary, access to any area or plant or equipment, identified as hazardous or requiring urgent maintenance, should be restricted to authorised personnel only. For example, where inspection of a room containing ACMs has determined that the condition of the ACMs has deteriorated then access must be restricted to those individuals responsible for repair or removal.

Undertake regular health and safety inspections of the workplace.

- Establish a schedule of regular inspections at a frequency suitable for the premises and activities undertaken. The To Do List within the Online Management Tools can assist or prompt you to carry out these inspections.

- Use the Workplace Inspection Form identified in the "Additional information" section of the Building Maintenance Policy but regularly review the content to ensure it remains pertinent to your facilities, premises and activities.

- Record any deficiencies and remedial actions required and the individuals responsible for carrying out the actions.

- During subsequent inspections ensure that any previously identified actions have been completed.

Please see the "Additional Information" section of your Building Maintenance Policy or click on these links for a Universal Inspection Form and a Universal Inspection Form Example.

Provide adequate information, instruction and training for employees and others.

- You must ensure that all maintenance staff are trained in the activities they are required to undertake.

- Training may include the use of external providers for specialist plant or equipment or services, for example, power presses, testing of fire alarms and briefing employees on how to undertake an effective inspection.

- All other employees must be informed of the actions and precautions to take when any item of equipment or plant or building is undergoing maintenance operations.

Please see the "Additional Information" section of your Building Maintenance Policy for a Training Needs Analysis Form and a worked Training Needs Analysis Form Example.

Ensure that all our premises have a planned preventative maintenance schedule for all key building services and that service level agreements are established where appropriate.

- You must prepare a preventative maintenance schedule for all items of plant or equipment where the safe and efficient operation of that plant or equipment relies on regular maintenance. For example, note the manufacturer's recommended number of hours of use before the replacement of bearings may be necessary.

- The Online Management Tools - To Do List can assist or prompt you to carry out maintenance tasks or see the "Additional Information" section of your Building Maintenance Policy for a Maintenance Schedule Form and a Maintenance Schedule Example. You can also click on these links.

- Where an external organisation is engaged to undertake maintenance of any specific item ensure that the contract includes timescales within which the maintenance operation must be completed. This is the basis of a service level agreement.

Maintain records of all maintenance, breakdowns and repairs.

It is important to maintain records of all maintenance and repairs that are undertaken so that you can demonstrate that plant or equipment, services and premises have been suitably maintained.

Please click on the following links or see the "Additional Information" section of your Building Maintenance Policy for a Building Repairs Record Form and a Building Repairs Record Example or click on these links.

Ensure that designated responsible persons have access to the essential information needed in the event of an emergency or breakdown or when an incident results in emergency procedures being implemented.

- Building maintenance tasks must also be considered within the emergency procedures.

- Equipment or plant manuals must be readily available to key responsible staff at all times.

Ensure that all maintenance and repairs are undertaken only by authorised persons possessing the required level of knowledge and training to carry out the work safely.

All contractors and employees required to carry out maintenance and repairs must be competent to do so and provided with the necessary authorisation.

Please see the "Additional Information" section of your Building Maintenance Policy or click on this link for an Approved Contractor List.

Ensure that all insurance, inspection etc certificates are current and available.

It is important to maintain records of all insurances held, inspections carried out and certificates of, for example, statutory examinations. They should be readily available should a visiting enforcement officer ask to see them.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

British Occupational Health Society (BOHS)

GasSafe Register

Health and Safety Executive (HSE)

Institution of Engineering and Technology (I.E.T.)

Issue 3

07102013

Display Screen Equipment

Policy

Introduction

Most businesses these days use some form of Display Screen Equipment (DSE), for example, VDUs, VDTs, monitors, laptops etc. Using DSE is not inherently risky and, if users follow some simple good practice techniques, working with DSE can be made more comfortable and productive.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to Display Screen Equipment activities, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Health and Safety (Display Screen Equipment) Regulations 1992.

Employer Responsibilities

To ensure that the use of Display Screen Equipment (DSE) will be undertaken safely, and that our policy will be clearly understood throughout the company, we will:

- make employees aware of this policy, and ensure that they read the information contained within our employee handbook;

- ensure that jobs are designed so that during the working day DSE activities are interrupted by breaks or changes in work activity;

- ensure that all employees under our control, who are DSE users, undertake a DSE workstation assessment and that these assessments are reviewed at least annually or when they are no longer considered to be valid;

- take action where a negative comment is indicated on the DSE workstation assessment and, where difficulties cannot be rectified locally, seek competent advice;

- provide information to DSE users on the arrangements for, eye and eyesight tests and spectacles; and

- provide relevant information, instruction and training.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all users of DSE;

- complete a detailed assessment of each workstation to ensure potential risks are identified, taking into account the equipment, furniture, the work environment and the work being done, as well as any special needs of our individual employees;

- ensure that all our workstations meet the requirements of DSE guidance;

- give all our DSE users the opportunity to plan their work so that there are breaks or periodic changes of activity;

- Ensure that DSE users are aware of the arrangements for eye and eye sight tests and arrangements for the provision of corrective appliances if special ones are required for DSE use;

- provide health and safety training and information for all users of DSE equipment;

- periodically assess accident records to identify any trends in DSE-related ill health and ensure that injuries are appropriately reported; and

- ensure that DSE users bring to our attention any changes in their own medical conditions.

Additional Information

Display Screen Equipment Users Register

Display Screen Equipment Users Register Example

Display Screen Equipment Assessment Form

Display Screen Equipment Assessment Example

Display Screen Equipment Tool Box Talk

Display Screen Equipment Guidance Note

Employee Eye Test Request Form

Online Management Tools - Incident and Accident Recording Toolkit

Training Needs Analysis Form

Training Needs Analysis Form Example

Health Monitoring Form Example

Guidance Note

This Guidance Note should be read in conjunction with the Display Screen Equipment Policy.

Introduction

Most businesses these days use some form of Display Screen Equipment (DSE), for example, VDUs, VDTs, monitors, laptops etc. Using DSE is not inherently risky and, if users follow some simple good practice techniques, working with DSE can be made more comfortable and productive.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Display Screen Equipment Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all users of DSE

- Users are defined in the Health and Safety (Display Screen Equipment) Regulations as employees who habitually use display screen equipment as a significant part of their normal work. This is generally accepted as:
    - o continuous or near-continuous use of DSE for spells of one hour or more at a time;
    - o use of DSE in this way more or less daily;
    - o transferring information quickly to or from the DSE;
    - o applying high levels of attention and concentration; and
    - o being highly dependent on DSE, having little choice about using it or needing special training or skills to use the DSE.
- The users' line manager who completes the DSE Users Register.

For a Display Screen Equipment Users Register and a Display Screen Equipment Users Register Example please click on these links or see the "Additional Information" section of your Display Screen Equipment Policy.

Complete a detailed assessment of each workstation to ensure potential risks are identified, taking into account the equipment, furniture, the work environment and the work being done, as well as any special needs of our individual employees.

The following are the specific DSE use issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

Using the [Display Screen Equipment Assessment Form](#) (click on this link for access to the form), the hazards can be identified under specific headings:

- display screen image - image size, contrast, flicker etc;

- keyboard - angle, key markings, key size, position etc;

- mouse, trackball, pen etc - size, left and right handed etc;

- furniture - adjustable, size, non-reflective etc;

- environment - air quality, noise, lighting levels, ventilation etc;

- software - training, ease of use, response time etc; and

- other - pregnancy, disability etc.

Step 2 Decide who might be harmed and how

Who

Although you are only legally required to carry out assessments on users, as defined in the Health and Safety (Display Screen Equipment) Regulations, who may suffer injury or ill health from the use of such equipment, it is good practice to also consider any other person who may use DSE in your workplace and whether or not you should complete a DSE Assessment for these individuals as well.

How

- display screen image - eye strain, headaches etc through, for example, an incorrectly adjusted screen;

- keyboard - painful wrists, fingers, shoulders, neck through incorrect keyboard technique;

- mouse, trackball, pen etc - painful wrists, fingers, shoulders and neck through incorrect technique;

- furniture - shoulders, neck or back pain through incorrect posture due to poorly adjusted chair etc;

- environment - dry eyes from lack of humidity, headaches from poor lighting, stress from excessive noise etc;

- software - stress from lack of or inadequate training; and

- other - posture problems through lack of flexibility of adjustment to accommodate for pregnancy or disability etc.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't get rid of it, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- job rotation to reduce time spent at the computer;

- replacement of furniture for e.g. a new fully adjustable chair - this may require the assistance of an ergonomic or medical practitioner; and

- organise work to reduce exposure to by providing increased variety of work resulting breaks from the DSE equipment.

Improving health and safety need not cost a lot. For instance, repositioning the screen away from windows to reduce glare is a low-cost precaution considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- neck and shoulder pain - raise screen so that top of display is at eye level

- fixed chair - replaced with adjustable chair.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to working with DSE;

- considered who are users of DSE and how they might be harmed;

- introduced control measures to manage all the significant hazards;

- demonstrated that the precautions are reasonable, and the remaining risk is low; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things, such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Display Screen Equipment Policy or click on these links for access to the Online Management Tools - To Do List, a Display Screen Equipment Assessment Form and a Display Screen Equipment Assessment Example.

Ensure that all our workstations meet the requirements of DSE guidance.

- Following the completion of the assessment, the users' line manager must ensure that any identified deficiencies are rectified.

Give all our DSE users the opportunity to plan their work so that there are breaks or periodic changes of activity.

- It is best practice for line managers to give all DSE users the flexibility to organise and plan their workload so that they are able to take regular breaks from intensive DSE use. This does not necessarily mean breaks away from the workstation, it could simply mean a change of activity such as written work, answering the phone, filing etc.

Ensure that DSE users are aware of the arrangements for eye and eye sight tests and arrangements for the provision of corrective appliances if special ones are required for DSE use.

- Identified DSE users are entitled, if they make a formal request, to the cost of eye and eyesight tests being met by the employer. These tests must be carried out by a competent person such as an optometrist or appropriately qualified medical practitioner.

- If the competent person determines in writing that the DSE user requires corrective appliances for DSE use, the employer must meet the cost of a basic pair of frames and the prescribed lenses for the DSE correction, or an equivalent contribution towards frames of the employee's choice, if they wish to upgrade.

Please see the "Additional Information" section of your Display Screen Equipment Policy or click on this link for an Employee Eye Test Request Form.

Provide health and safety training and information for all users of DSE equipment.

- Training may include the use of external providers for specialist areas, for example software application or how to adjust the chair or workstation. Training will need to be adapted to the requirements of the particular DSE tasks, the users' skills and capabilities and be refreshed or updated as the hardware, software, workstation, environment or job are modified.

For a Display Screen Equipment Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example please click on these links or see the "Additional Information" section of your Display Screen Equipment Policy.

Periodically assess accident records to identify any trends in DSE-related ill health and ensure that injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records and your records on theNatWest Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents or ill health that are related to DSE use.

Ensure that DSE users bring to our attention any changes in their own medical conditions.

- Employees must make the employer aware of any changes in their health status that could affect the validity of risk assessments.

- If advised of a change in health status, request a health monitoring form be completed by the employee to give a complete picture of the issues.

- Line managers are responsible for taking this information into consideration in the risk assessment process for DSE users.

Please see the "Additional Information" section of your Display Screen Equipment Policy for a Health Monitoring Form and a Health Monitoring Form Example or click on the links.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

College of Optometrists

Health and Safety Executive (HSE)

Issue 2

05112012

Fire Safety

Policy

Introduction

Fire safety refers to precautions that are taken to:

- prevent or reduce the likelihood of a fire starting that could result in death, injury or property damage

- alert inhabitants of a building if a fire starts

- enable those that are threatened by a fire to survive

- reduce the damage caused by a fire.

Fire safety measures include those that are planned during the construction of a building or are implemented in structures that are already standing. The term includes the actions that occupants of the building have been trained to take in the event of, or to prevent, a fire.

Threats to fire safety are referred to as fire hazards. Fire hazards may include situations that increase the likelihood of a fire starting or those that may impede escape once a fire has started.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees and all others affected by our operations, by putting in place suitable arrangements and measures, to reduce the risk of fire and in the event of a fire starting, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- The Regulatory Reform (Fire Safety) Order 2005

- Fire (Scotland) Act 2005

- Fire and Rescue Services (Northern Ireland) Order 2006

- The Equality Act 2010.

Employer Responsibilities

To ensure that all our activities are undertaken safely and that the risks from fire are clearly understood throughout the company, we will:

- carry out and record fire risk assessments for our operations;

- provide employees and others with adequate information, instruction and training;

- provide adequate resources to ensure fire safety; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- carry out and record fire risk assessments for our operations, in accordance with the Government's Fire Risk Assessment Guides

- adopt a smoke free policy

- prepare an emergency fire action plan taking into consideration employees and disabled people

- provide appropriate fire safety information and training for employees and others who may be affected

- carry out periodic fire drills

- maintain the fire safety measures identified by our fire risk assessments; and

- record information and maintain records.

Additional Information

How to Undertake a Fire Risk Assessment

Fire Risk Assessment Form Small Premises

Fire Risk Assessment Small Premises Example

Fire Risk Assessment Form Large Premises

Fire Risk Assessment Large Premises Example

Smoke Free Policy Template

Smoke Free Policy Example

How to Write a Fire Evacuation Plan

Fire Evacuation Plan Template

Fire Evacuation Plan Example

How to Write a Personal Emergency Evacuation Plan

Personal Emergency Evacuation Plan Template

Personal Emergency Evacuation Plan Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Fire Safety Tool Box Talk

Fire Safety Guidance Note

Fire Action Notice Template

Fire Drill Record Form

How to Choose a Competent Contractor

Approved Contractor List

Approved Contractor List Example

Maintenance Schedule Form

Issue 4

06062013

Guidance Note

This Guidance Note should be read in conjunction with the Fire Safety Policy.

Introduction

Fire safety refers to precautions that are taken to:

- prevent or reduce the likelihood of a fire starting that could result in death, injury or property damage

- alert inhabitants of a building if a fire starts

- enable those that are threatened by a fire to survive

- reduce the damage caused by a fire.

Fire safety measures include those that are planned during the construction of a building or are implemented in structures that are already standing. The term includes the actions that occupants of the building have been trained to take in the event of, or to prevent, a fire.

Threats to fire safety are referred to as fire hazards. Fire hazards may include situations that increase the likelihood of a fire starting or those that may impede escape once a fire has started.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Fire Safety Policy and the information below should be used as an aide memoire for compliance with the procedure.

Carry out and record fire risk assessments for our operations, in accordance with the Government's Fire Risk Assessment Guides.

The following are the specific fire safety issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

Fire starts when heat (a source of ignition) comes into contact with fuel (anything that burns) and oxygen (air). You need to identify your sources of ignition and fuel in order to keep them apart.

- How could a fire start?

  o Think about heaters, lighting, naked flames, electrical equipment, hot processes such as welding or grinding, cigarettes, matches and anything else that gets very hot or causes sparks. You should also consider the risk of arson

- What could burn?

  o Packaging, rubbish and furniture could all burn, just like the more obvious fuels such as petrol, paint, varnish and thinners. Also think about wood, paper, plastic, rubber and foam. Are the walls or ceilings lined with hardboard, chipboard or polystyrene? Check external sources of fuel to assess arson risks

- Walk around your workplace and look at what could reasonably be expected to cause a fire and what can burn

- Ask your employees or their representatives what they think. They may have noticed fire risks that are not immediately obvious to you

- Check manufacturers' instructions or data sheets for chemicals and equipment as they can be very helpful in spelling out specific fire-related hazards, for example, oxidising agents, and putting them in their true perspective

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed in a fire: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, employees, customers, visitors, residents and including those at particular risk, such as, lone workers and the elderly.

Some workers have special requirements and may also be at particular risk, for example:

- new and young workers

- new or expectant mothers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be harmed by a fire.

If you share your workplace, you will need to think about how your fire risks affect others present, as well as how their fire risks affect your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

The management of the premises and the way people use it will have an effect on your evaluation of fire risk. Management may be your responsibility alone or there may be others, such as the building owners or managing agents, who also have responsibilities. In multi-occupied buildings all those with some control must co-operate and you need to consider the risk generated by others in the building.

Evaluate the risk of a fire occurring

If your premises have few ignition sources and combustible materials are kept away from them then the chances of a fire starting will be low.

In general, fires start in one of three ways:

- accidentally

- by act or omission

- deliberately.

Look critically at your premises and try to identify any accidents waiting to happen and any acts or omissions which might allow a fire to start. You should also look for any situation that may present an opportunity for an arsonist.

Evaluate the risk to people

In Step 2 you identified the people likely to be at risk should a fire start anywhere on the premises and above you identified the chances of a fire occurring: it is unlikely that you will have concluded that there is no chance of a fire starting anywhere on your premises. You now need to evaluate the actual risk to those people should a fire start and spread from the various locations that you have identified.

To evaluate the risk to people on your premises, you will need to understand the way fire can spread. Fire is spread by three methods:

- convection

- conduction

- radiation.

Evaluate Controls

First, look at what controls you have in place and their effectiveness in controlling your fire risks, by providing early warning and evacuation, by preventing fire spread and fighting fire. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the fire hazard altogether?

- if I can't get rid of it, can I control the risks so that a fire is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, switch to non-flammable chemicals such as water-based, as opposed to oil-based, paints

- prevent access to the hazard by fire or chemical separation, for example, storing oxidising substances away from flammable ones

- organise work to reduce exposure to the hazard, for example, Hot Work Permit systems, flammable storage

- provide fire detection and early warning systems appropriate for your premises

- provide fire-fighting equipment, portable or fixed, appropriate to your premises and fire risks

- provide emergency lighting, appropriate to the size and usage of the premises

- provide suitable signage, in pictogram form, to clearly indicate recognised escape routes, fire-fighting equipment, emergency refuge points, assembly points, call points and fire action notices, appropriate to the premises

- establish appropriate testing and maintenance regimes covering the daily, weekly, monthly, six-monthly and annual requirements of fire prevention, detection and control systems and equipment

- ensure fire evacuation plans are developed, implemented and practised.

Ensure that when you bring in Contractors to fit safety equipment such as an alarm system, or provide fire extinguishers etc, that they are competent to carry out the level of service you require. Further information is provided in the "Additional Information" section of your Contractor Policy.

Improving fire safety need not cost a lot, for instance, providing a hand-held torch for use as emergency lighting or fitting a battery-powered smoke detector. Failure to take simple precautions can cost you a lot more, if fire does occur.

Involve staff, so that you can be sure that what you propose to do will work in practice and will not introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your fire risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your fire risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

It is not expected that a fire risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to fire

- considered who might be affected by fire and the harm that they might come to

- introduced control measures to manage all the significant fire hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low as is possible

- involved your staff, their representatives and others in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause fire

- arrangements for training employees on the fire risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when. Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your fire risk assessment until something has gone wrong and it's too late. Why not set a review date for this fire risk assessment now? Write it down or enter it onto the [Online Management Tools - To Do List](#).

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Fire risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your fire risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from fires, accidents, or near misses? Make sure your fire risk assessment stays up to date.

Please click on the following links or see the "Additional Information" section of your Fire Safety Policy for links to the Online Management Tools - To Do List, Fire Risk Assessment Form Small Premises, a Fire Risk Assessment Small Premises Example, the Fire Risk Assessment Form Large Premises and a Fire Risk Assessment Large Premises Example.

Adopt a smoke free policy.

First and foremost it is now illegal to smoke in virtually any enclosed or substantially enclosed public places or workplaces. Public transport and work vehicles used by more than one person must be also be smoke free at all times.

A smoke free policy can be anything from a complete ban on smoking anywhere within the premises and in the grounds (it must also cover work vehicles used as above) to having designated smoking areas within the grounds by providing shelters ideally with disposal points for smoking materials. If you would like to include smoking cessation devices such as e-Cigarettes in your smoke free policy, you are within your rights to do so.

- If the complete ban option is chosen then signs need to be erected that clearly state smoking is prohibited everywhere within the premises boundary and that this ban extends to e-Cigarettes if required.

- If it is decided to provide designated smoking areas then there are strict criteria which need to be complied with in relation to the nature of the shelter and enclosure specification. You must also ensure that smoke from these areas cannot permeate into any building on site by careful siting of the area.

Please see the "Additional Information" section of your Fire Safety Policy or click on these links for a Smoke Free Policy Template and a Smoke Free Policy Example.

Prepare an emergency fire action plan taking into consideration employees and disabled people.

- This can be as simple as completed fire action notices in small, low fire risk premises

- A detailed plan, identifying the method of warning and the actions to take by individuals and employees with designated fire safety responsibilities.

For guidance on How to Write a Fire Evacuation Plan, a Fire Evacuation Plan Template and a Fire Evacuation Plan Example, please see the "Additional Information" section of your Fire Safety Policy or click on the links.

Provide appropriate fire safety information and training for employees and others who may be affected.

- Training should include the causes of fire, fire prevention measures, personal safety, evacuation procedures, the results of fire risk assessments

- Training may include the use of external providers for specialist areas, for example, in the use of fire fighting equipment and Evac. chairs.

Please click on the following links or see the "Additional Information" section of your Fire Safety Policy for a Fire Safety Tool Box Talk, a Training Needs Analysis Form and a Training Needs Analysis Form Example .

Available through **Mentor*Live*** is a MentorLearn introductory e-Learning module on "Fire awareness for employees" and an in-depth module on "Fire warden / fire marshal duties".

Carry out periodic fire drills.

- Ensure these are carried out periodically: ideally, it is recommended that these are done every six months and the results recorded.

Please see the "Additional Information" section of your Fire Safety Policy for a Fire Drill Record Form or click on this link.

Maintain the fire safety measures identified by our fire risk assessments.

- Ensure you monitor and maintain fire safety measures, for example, housekeeping checks and/or specific fire safety checks etc.

Please click on these links for access to a Universal Inspection Form, a Universal Inspection Form Example and a Fire Inspection Schedule.

Record information and maintain records.

- Ensure that you keep up to date records of any maintenance or testing of your fire safety systems and equipment

Please click on these links for access to the Online Management Tools - To Do List, a Maintenance Schedule Form, a Location of Alarm System Equipment Register, an Alarm System Equipment Tests Record Form, a Call Points Weekly Tests Record Form, a Location of Emergency Lighting Register, an Emergency Lighting Tests Record, a Location of Fire Fighting Equipment Register, a Fire Fighting Equipment Tests Record Form, and a Fire Officer Visits Register or see the "Additional Information" section of your Fire Safety Policy. There is also a Maintenance Schedule Example, a Location of Alarm System Equipment Register Example, an Alarm System Equipment Tests Record Example, a Call Points Weekly Tests Record Example, a Location of Emergency Lighting Register Example, an Emergency Lighting Tests Record Example, a Location of Fire Fighting Equipment Register Example, and a Fire Fighting Equipment Tests Record Example.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

The Institution of Fire Engineers (IFE)

Issue 5

07102013

Legionella

Policy

Introduction

Legionellosis is the name given to a number of diseases caused by the Legionella bacterium. These diseases include Pontiac Fever, Lochgoilhead Fever and, perhaps the best known, Legionnaires' Disease. All these diseases cause a 'flu-like' illness but Legionnaires' Disease can progress to pneumonia and can be fatal in 5% - 80% of cases dependent on for example, initial early diagnosis, the treatment available and the infected person's initial health (Source: World Health Organisation (WHO)).

The Legionella family of bacteria cause disease by the inhalation, not ingestion, of water vapour containing the bacteria. Any equipment that causes water to form an aerosol, including showers, car washes, cooling towers, ornamental fountains, dental consoles, lathe cooling, can all cause illness in susceptible people.

Statistics show that the most susceptible groups of people are men, by a ratio of 3 to 1, and those around 50 years of age. Smoking, poor lung function, the use of immunosuppressant drugs and any other bronchial problem all contribute to the likelihood of contracting the disease.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to exposure to Legionella, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended)

- Notification of Cooling Towers and Evaporative Condensers Regulations 1992.

Note: environmental legislation is also applicable to Legionella.

Employer Responsibilities

To ensure that all work activities are undertaken safely and that safe systems of work are clearly understood throughout the company, we will:

- appoint a responsible person with sufficient authority, competence and knowledge;

- avoid high risk tasks wherever practicable;

- assess and reduce unavoidable risks;

- provide employees with adequate information, instruction and training to enable them to perform their work safely;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- appoint a responsible person, (and a deputy), with sufficient authority, competence and knowledge to ensure operational procedures are carried out effectively;

- ensure that the responsible person has access to competent advice and help regarding the risk of Legionella;

- inform the local authority, in writing, of any cooling towers or evaporative condensers in our workplace;

- appoint a competent contractor to prepare a register of all the water systems and equipment throughout the premises and carry out a detailed risk assessment of all water systems on the premises where water is stored and where there is a means of generating an aerosol (spray);

- ensure a written scheme is developed by our competent contractor detailing the precautions to be put in place to minimise the risk of exposure, the measures to be taken to ensure that the controls remain effective and the frequency of checks that need to be carried out;

- provide sufficient information, instruction and training for any employees carrying out tasks or operations where there is potential risk of exposure to Legionella, and how this can be avoided;

- ensure that any contractors employed to carry out water treatments and the monitoring and cleaning of water systems, are competent to carry out the work; and

- review, and amend as necessary, our Legionella Policy at least annually or more frequently if significant changes occur.

Additional Information

Responsible Persons Record Form

Notification Letter to Local Authority Template

Legionella Tool Box Talk

Training Needs Analysis Form

Training Needs Analysis Form Example

Legionella Guidance Note

Online Management Tools - Incident and Accident Recording Toolkit

How to Choose a Competent Contractor

Approved Contractor List

Approved Contractor List Example

Issue 2

14052012

Guidance Note

This Guidance Note should be read in conjunction with the Legionella Policy.

Introduction

Legionellosis is the name given to a number of diseases caused by the Legionella bacterium. These diseases include Pontiac Fever, Lochgoilhead Fever and, perhaps the best known, Legionnaires' Disease. All these diseases cause a 'flu-like' illness but Legionnaires' Disease can progress to pneumonia and in can be fatal in 5% - 80% of cases dependent on for example, initial early diagnosis, the treatment available and infected person's initial health (Source: World Health Organisation (WHO)).

The Legionella family of bacteria cause disease by the inhalation, not ingestion, of water vapour containing the bacteria. Any equipment that causes water to form an aerosol, including showers, car washes, cooling towers, ornamental fountains, dental consoles, lathe cooling, can all cause illness in susceptible people.

Statistics show that the most susceptible groups of people are men, by a ratio of 3 to 1, and those around 50 years of age. Smoking, poor lung function, the use of immunosuppressant drugs and any other bronchial problem all contribute to the likelihood of contracting the disease.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Legionella Policy and the information below should be used as an aide memoire for compliance with the procedure.

Appoint a responsible person, (and a deputy), with sufficient authority, competence and knowledge to ensure operational procedures are carried out effectively.

- The person designated should be at management level with sufficient seniority to command and manage both financial and human resources.

- The deputy should be included in any meetings held or in communications passed by the responsible person so as to be able to act effectively on any aspect of Legionella management within the company, in the responsible person's absence.

See the "Additional Information" section of your Legionella Policy or click on this link for a [Responsible Persons Record Form](#).

Ensure that the responsible person has access to competent advice and help regarding the risk of Legionella.

- Where the necessary competences are not held in-company then expertise will need to be out-sourced.

- Sufficient and suitable risk assessments and method statements, and in some cases a Permit to Work, need to be produced for all aspects of Legionella control.

Inform the local authority, in writing, of any cooling towers or evaporative condensers in our workplace.

- Identify any cooling towers or evaporative condensers on the premises and complete the Local Authority Registration Form.

- This requirement is to enable the local authority to identify and inspect, if they so choose, all cooling towers and evaporative condensers within their area. The information would also be used in the event of an outbreak of Legionnaires' Disease in the local authority area.

See the "Additional Information" section of your Legionella Policy for a Notification Letter to Local Authority Template click on this link.

Appoint a competent contractor to prepare a register of all water systems and equipment throughout the premises and carry out a detailed risk assessment of all water systems on our premises where water is stored and where there is a means of generating an aerosol (spray).

Your competent contractor will identify water systems within your premises that store water and have a means of generating a spray, such as:

- showers supplied from stored water sources, for example, storage tanks

- cooling towers, evaporative condensers

- some process water systems, for example, material washing, plastic moulding

- car, bus and train automatic washing equipment

- sprinkler systems on golf courses

- agricultural and horticultural irrigation or misting systems

- dental consoles and water cooled handsets

- lathe cooling emulsions

- whirlpool and Spa baths, baths with aerators, both commercial and domestic

- ornamental fountains, both inside and outside the premises.

Please click on the following links or see the "Additional Information" section of your Legionella Policy for guidance on How to Choose a Competent Contractor, an Approved Contractor List, and an Approved Contractor List Example. Also available here is a Water Systems Register Example although this may differ slightly in format from the one your contractor (see below) provides..

The following will provide an idea of what your competent contractor will need to consider whilst undertaking each of the steps of your detailed risk assessment.

Step 1 Identify the hazards

First, they need to work out how people could be harmed. When you work in a place every day it is easy for you to overlook some hazards, so here is what they will do:

- ask your employees or their representatives what they think. They may have noticed issues with the water systems, such as dead-legs, that are not immediately obvious to you

- check manufacturers' instructions or data sheets for any water supply equipment or systems as they can be very helpful in spelling out the hazards and putting them in their true perspective.

- look back at your accident and ill health records as these often help to identify the less obvious hazards.

Step 2 Decide who might be harmed and how

For each water system or piece of equipment, they will understand how Legionella bacteria may colonise that equipment and how they may subsequently be released into the environment, creating the potential for your employees and others to be exposed to harmful bacteria. This will help them to identify the best way of managing the risk. It is necessary to identify the groups of people who may potentially be exposed, such as maintenance staff and members of the public.

Some workers have special requirements and may be at particular risk:

- new and young workers

- new or expectant mothers

- people with respiratory complaints

- those who are immuno-compromised.

If you share your workplace, they will need to think about how your water systems may affect others present.

Step 3 Evaluate the risks and decide on precautions

Having identified the systems where the risk of airborne Legionella prevails, they will then decide what you need to do about them. The law requires you to do everything reasonably practicable to protect people from harm. They will make reference to the approved code of practice (ACOP) on 'Legionnaires' Disease: Control of Legionella bacteria in water systems', published by the Health and Safety Executive (HSE).

Firstly, they will look at what you're already doing and what controls, if any, you have in place. Then compare this with the good practice (from the ACOP) and see if there's more you should be doing to bring yourself up to the minimum required standard. They will consider the following:

- can you get rid of the likely source of the Legionella colony, for example, by removing dead-legs

- if you can't get rid of them, can you control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- prevent access to the hazard by enclosing water systems to avoid contact with Legionella bacteria

- maintain the water system through good control of temperatures and appropriate use of chemical treatments, for example, regular disinfection of cold water tanks, to reduce the potential for Legionella colonisation.

- issue respiratory and other personal protective equipment (RPE and PPE), for example, gloves, face protection and half-mask respirators, to prevent contact with potential sources of Legionella bacteria

- provide welfare facilities, such as first aid and washing facilities for the removal of contamination.

In addition to the above control measures, the following list describes other controls that may be applicable:

- instigating or changing a water treatment regime

- removing low usage outlets or disused lengths of pipework

- reducing the amount of water stored

- increasing hot water storage temperatures

- checking temperatures at sentinel outlets

- installing re-circulating, or carrying out alterations to, pipework to prevent stagnation

- replacing storage cisterns that do not meet current standards

- cleaning and disinfecting the systems.

Improving health and safety need not cost a lot. For instance, regular disinfectant treatment of a water system is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an outbreak of Legionnaires' Disease or the accidental release of Legionella bacteria occur.

Step 4 Record your findings and implement them

Putting the results of the risk assessment into practice will make a difference when looking after people and your business. Sharing the results with your staff will encourage you to do this. If you have fewer than five employees you do not have to have anything written down, though it is useful if it is, so that it can be reviewed at a later date if, for example, something changes.

When writing down your controls, keep it simple, for example:

- check hot water temperatures are between the specified limits in the written scheme

- water storage tanks regularly cleaned and disinfected in accordance with the written scheme.

If your contractor has identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause an outbreak of Legionnaires' Disease or the accidental release of Legionella bacteria

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from recent outbreaks of Legionnaires' Disease that you may have heard reported in the media, through your local trade association or environmental health department? Make sure your risk assessment stays up to date.

Ensure a written scheme is developed by our competent contractor detailing the precautions to be put in place to minimise the risk of exposure, the measures to be taken to ensure that the controls remain effective and the frequency of checks that need to be carried out.

- Where the risk assessment identifies areas of risk then a written scheme must be produced which sets out the means of removal or control. Examples of methods of control are listed in Step 3, above.

Please see the "Additional Information" section of your Legionella Policy for guidance on How to Choose a Competent Contractor, an Approved Contractor List and a worked Approved Contractor List Example or click on these links.

Provide sufficient information, instruction and training for any employees carrying out tasks or operations where there is potential risk of exposure to Legionella, and how this can be avoided.

- Where the written scheme identifies that a Regular Maintenance Regime is necessary to ensure that system parameters are controlled, a decision must be made about who should carry out this work. If it is decided that your employees are to undertake these duties then sufficient training, instruction, guidance and supervision must be provided to ensure their safety.

Please click on the following links or see the "Additional Information" section of your Legionella Policy for a Training Needs Analysis Form, a worked Training Needs Analysis Form Example and a Legionella Tool Box Talk. If the work is to be out-sourced - please see the "Additional Information" section for guidance on How to Choose a Competent Contractor, an Approved Contractor List and a worked Approved Contractor List Example.

Ensure that any contractors employed to carry out water treatments and the monitoring and cleaning of water systems, are competent to carry out the work.

- Contractors should be assessed prior to being engaged to carry out any aspect of Legionella control

- It is important that contractors provide proof that they have experience in the type of work you require. Personal recommendations from existing and previous clients are particularly useful here.

Please see the "Additional Information" section of your Legionella Policy for guidance on How to Choose a Competent Contractor, an Approved Contractor List and an Approved Contractor List Example.

Review, and amend as necessary, our Legionella Policy at least annually or more frequently if significant changes occur.

The policy should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Legionella Control Association

Local Environmental Health Department

World Health Organisation (WHO)

Issue 3

05112012

Noise at Work

Policy

Introduction

Noise at work can cause temporary or permanent hearing loss. People often experience temporary deafness after leaving a noisy place, but usually recover their hearing within a few hours. Permanent hearing damage can be caused immediately by sudden, loud, explosive noises, for example, from guns or cartridge-operated machines, but hearing loss is usually gradual due to prolonged exposure to noise. People may only realise how deaf they have become when damage, caused over the years by noise, combines with hearing loss due to ageing. Hearing loss is not the only problem. People may develop tinnitus (ringing in the ears), a distressing condition that can lead to disturbed sleep.

The Control of Noise at Work Regulations have laid down key limits to noise exposure. These are:

- lower exposure action values:
  - o daily or weekly exposure of 80 dB(A)
  - o peak sound pressure of 135 dB(C)

- upper exposure action values:
  - o daily or weekly exposure of 85 dB(A)
  - o peak sound pressure of 137 dB(C).

The steps you will take depend largely on the level and type of noise exposure. For example, a noise exposure of just over 80 dB(A) may only require basic controls and recommended hearing protection for certain tasks. Over 85 dB(A) would require more rigorous controls and the establishment of a mandatory hearing protection zone with appropriate health surveillance.

Noise sources in excess of peak sound pressure values will need specific assessment by a competent person and specific controls.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to noise exposure, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Control of Noise at Work Regulations 2005

- Control of Vibration at Work Regulations 2005

- Personal Protective Equipment at Work Regulations 1992.

Employer Responsibilities

To ensure that we prevent or reduce risks to health and safety from exposure to noise at work and that our policy will be clearly understood throughout the company, we will:

- assess the risks to employees from noise at work;

- take action to reduce noise exposure and, consequently, from risks arising from noise at work;

- provide employees with hearing protection, where required, if noise exposure cannot be reduced by other methods;

- make sure that the legal limits on noise exposure are not exceeded;

- provide employees with information, instruction and training;

- carry out health surveillance (audiometry) where levels indicate it is required; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all operations within the business where there is a noise risk and who is likely to be affected;

- carry out an initial noise survey;

- ensure that the risks to employees from noise at work are assessed by a competent person, where we have identified a potential problem;

- take the necessary action to reduce the noise exposure that produces these risks, ensuring that the legal limits of noise exposure are not exceeded;

- provide employees with suitable hearing protection (see the Personal Protective Equipment (PPE) Policy) where noise exposure cannot be reduced enough by using noise control techniques;

- provide our employees with adequate information, instruction and training in order to understand the noise risks that they may be exposed to and how to use noise control techniques and the hearing protection provided;

- carry out health surveillance where the noise risk assessment has identified there is a risk to health; and

- review, and amend as necessary, the noise risk assessment on an annual basis, when significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

Additional Information

Noise Activities Register

Noise Activities Register Example

Initial Noise Survey Form

Initial Noise Survey Example

How to Choose a Competent Contractor

Approved Contractor List

Approved Contractor List Example

Noise Guidance Note

Noise Tool Box Talk

Health Surveillance Referral Form

Health Surveillance Referral Form Example

Issue 2

14052012

Guidance Note

This Guidance Note should be read in conjunction with the Noise At Work Policy.

Introduction

Noise at work can cause temporary or permanent hearing loss. People often experience temporary deafness after leaving a noisy place, but usually recover their hearing within a few hours. Permanent hearing damage can be caused immediately by sudden, loud, explosive noises, for example, from guns or cartridge-operated machines, but hearing loss is usually gradual due to prolonged exposure to noise. People may only realise how deaf they have become when damage, caused over the years by noise, combines with hearing loss due to ageing. Hearing loss is not the only problem. People may develop tinnitus (ringing in the ears), a distressing condition that can lead to disturbed sleep.

The Control of Noise at Work Regulations have laid down key limits to noise exposure. These are:

- lower exposure action values:
  - o daily or weekly exposure of 80 dB(A)
  - o peak sound pressure of 135 dB(C)
- upper exposure action values:
  - o daily or weekly exposure of 85 dB(A)
  - o peak sound pressure of 137 dB(C).

The steps you will take depend largely on the level and type of noise exposure. For example, a noise exposure of just over 80 dB(A) may only require basic controls and recommended hearing protection for certain tasks. Over 85 dB(A) would require more rigorous controls and the establishment of a mandatory hearing protection zone with appropriate health surveillance.

Noise sources in excess of peak sound pressure values will need specific assessment by a competent person and specific controls.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Noise at Work Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all operations within the business where there is a noise risk and who is likely to be affected.

- Many people are either routinely or sporadically exposed to noise at work by activities they are carrying out or are adjacent to, such as those who work:
  - o with tools, particularly impact and cutting tools, and machinery in factories, workshops and construction sites
  - o in pubs and clubs
  - o at live music venues or theatres.
- Please complete a register of all noisy activities for example by using the Noise Activities Register

Please click on the following links or see the "Additional Information" section of your Noise at Work Policy for a Noise Activities Register and a Noise Activities Register Example.

Carry out an initial noise survey.

Prior to undertaking the time and cost of a full noise survey by a competent noise assessor, you should complete an initial noise survey to determine the level of noise risk. This will include:

- a completed initial noise survey form and checked noise levels, by completing the '2m rule'. This means that if you have to raise your voice while talking to someone only two metres away then you are likely to have exposure levels above, at least, the lower exposure action value of 80 dB(A)

- Work equipment manufacturers specifications should include information on expected noise levels which could help in completing your initial noise survey.

This initial noise survey should provide enough information on the noise risks for you to decide if a full noise assessment by a competent person is required.

Factors influencing this will include:

- duration of noise exposure; the time exposed to noise risk, the number of breaks and rest periods etc

- nature of noise risk, that is, constant or high peaks of noise

- construction of building and work area. Check for noise absorbent or reflective materials

- if employees complain of symptoms such as ringing in the ears, blurred noise and tones sounding different in each ear

Please see the "Additional Information" section of your Noise at Work Policy for an [Initial Noise Survey Form](#) and a worked [Initial Noise Survey Example](#) or click on these links.

Ensure that the risks to employees from noise at work are assessed by a competent person, where we have identified a potential problem.

- Sourcing a competent noise surveyor can initially seem a daunting prospect, but with a little pre-planning, it becomes simple and it is effective. There are a number of specialist noise and vibration assessors in the UK who can undertake this work. NatWest Mentor provide a full noise assessment service.

- Prior to hiring any noise surveyor or assessor, you should ask for:

    o evidence of their training and previous experience of such work

    o whether they will be undertaking the survey in accordance with Health and Safety Executive (HSE) guidance

    o evidence that they possess suitable liability insurance.

For guidance on [How to Choose a Competent Contractor](#), an [Approved Contractor List](#) and a worked [Approved Contractor List Example](#) click on these links or please see the "Additional Information" section of your Noise at Work Policy.

Take the necessary action to reduce the noise exposure that produces these risks, ensuring that the legal limits of noise exposure are not exceeded.

- Following the noise survey or assessment, undertaken by a competent contractor, you will have been provided with a noise assessment report. This will detail the sample locations, types of noise measurement and the various noise readings at the time of the survey. This may be evidenced with photographs, floor plans showing sample locations and noise sources, machinery logs or registers and the results of analysis of sound level measurements, including the make, serial number and pre- and post-assessment calibration data of the sound level meter used.

- Remedial actions and noise control solutions will be identified in the report and you should review this action plan and ensure that it is implemented. This may include some simple low cost actions, such as, replacing hearing protection as well as those requiring more time and investment, for example, engineering controls on machinery or vibration isolation or dampening.

- Another way of reducing noise risks would be to implement a "Buy Quiet" policy for new equipment. This would mean stipulating to suppliers, as part of the purchase specification, the noise limits of the equipment. You would therefore have reduced noise at source, prior to purchase or installation.

Provide employees with suitable hearing protection (see the Personal Protective Equipment (PPE) Policy) where noise exposure cannot be reduced enough by using noise control techniques.

- The hearing protection requirements should only be considered after engineering controls have been suitably addressed (because these are considered more effective at reducing noise risks).

- Hearing protection will either be required to protect workers from residual noise risks (after other controls have been applied) or as the key noise protection or control measure.

- A competent noise surveyor or assessor will provide information in the report about the suitability of existing hearing protection. This will compare not only the amount of noise in dB(A) but also the noise frequency. This will then be matched against the effectiveness of your existing hearing protection

- By checking the effectiveness of hearing protection against the actual noise risks you will ensure that the hearing protection is fit for purpose

- Ensure the most appropriate type of hearing protection is selected for the particular environment or activity, for example, ear muffs, plugs or both, and that it complements other PPE used, for example, that it fits with a hard hat, glasses etc.

Provide our employees with adequate information, instruction and training in order to understand the noise risks that they may be exposed to and how to use noise control techniques and the hearing protection provided.

- You should provide information, instruction and training on the following aspects of noise risks:
  - precise nature of the noise exposure present
  - the control measures in place to prevent exposure and how they work
  - the PPE to be issued and the reasons for its use
  - how to fit, use and store PPE
  - the importance of taking regular "quiet" breaks away from noisy environments.

25-Nov-2019

For a Noise Tool Box Talk, a Training Needs Analysis Form, a worked Training Needs Analysis Form Example please click on the links or see the "Additional Information" section of your Noise at Work Policy.

Carry out health surveillance where the noise risk assessment has identified there is a risk to health.

- Formal health surveillance is required in the form of audiometric testing where work is undertaken in a mandatory hearing protection zone (above 85 dB(A) $L_{EP,d}$).

- Health Surveillance will also be required for employees with existing health issues such as partial hearing loss, tinnitus etc.

Please click on the following links or see the "Additional Information" section of your Noise at Work Policy for a Health Surveillance Referral Form and a Health Surveillance Referral Form Example.

Review, and amend as necessary, the noise risk assessment on an annual basis, when significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

- Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

- Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Have there been any cases of noise induced hearing loss reported? Have you been advised by an Occupational Health Consultant that any individuals are showing initial signs of noise induced hearing loss. Make sure your risk assessment stays up to date.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Institute of Acoustics

Issue 3

05112012

Radiation - Ionising

Policy

Introduction

Ionising radiation is a form of energy that has the ability to alter the electrical charge of an atom, i.e. to ionise it. Some forms of ionising radiation have sufficient energy to penetrate the body and cause damage to living tissue. Workplace exposure must be strictly limited, controlled and monitored.

In general, all common applications of ionising radiation in the workplace can be construed as "Working with Radiation". The Ionising Radiation Regulations 1999 (IRR99) precisely defines the type of work to which the regulations apply. They fall into three categories:

- Any practice i.e. work involving the:

  o production, processing, handling, use, holding, storage, transport or disposal of radioactive substances (the IRR99 defines a "Radioactive Substance" as any substance which cannot be disregarded for the purpose of radiation protection. Values of activity and activity concentrations above which the substance must be considered as radioactive are quoted in schedule 8 of the regulations.) or;

  o operation of any electrical equipment, emitting ionising radiation and operating at more than 5kV.

- Any work undertaken in a Radon atmosphere. Where employers, employees, self employed persons and trainees are working in an area where the concentration of Radon 222 gas in air exceeds $400Bq/m^3$ (averaged over a 24hr period), then they are considered to be working with radiation.

- Work with naturally occurring radioactive materials (other than practice). In some situations substances containing naturally radioactive materials are used in work which would not be defined as a practice, for example, the processing of natural ores. It is considered that where such work could lead to individuals incurring doses of >1mSv in a year, then this cannot be disregarded for the purpose of radiation protection and, as such, is subject to the requirements of IRR99.

Policy - Statement of Intent

The aim of this policy is to ensure, as far as is reasonably practicable, the health, safety and welfare of our employees whilst they are at work, in relation to exposure to ionising radiation, and to comply with all relevant legislation, including;

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Ionising Radiations Regulations 1999

- Radioactive Substances Act 1993

- Environmental Permitting (England and Wales) Regulations 2010.

Employer Responsibilities

To ensure the risk of exposure to ionising radiation is reduced to the lowest practicable level and in any case will not exceed the permissible dose levels given in the Ionising Radiation Regulations (IRR), we will:

- identify all tasks and situations where ionising radiation sources or radioactive substances are used or stored;

- Notify HSE and obtain authorisation as necessary;

- obtain an Environmental Permit for holding accumulating or disposing radioactive substances from the Environment Agency (England and Wales) or a certificate of registration (for holding radioactive substances) or a certificate of authorisation (for accumulating or disposing of radioactive waste) as appropriate from the Scottish Environmental Protection Agency for Scotland or the Industrial Pollution and Radiochemical Inspectorate for Northern Ireland;

- ensure the risk of exposure to ionising radiation is reduced "as low as reasonably achievable" and in any case will not exceed the permissible dose levels;

- undertake a critical examination before taking any relevant equipment into use;

- provide employees and others who work with or near ionising radiation sources or radioactive substances with adequate information, instruction and training to enable them to perform their work safely;

- ensure that adequate resources are made available to fulfil the requirements of this policy; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- Identify all areas and processes where there is a risk to health from ionising radiation;

- Notify and obtain authorisation from the Health and Safety Executive (HSE) as necessary;

- Obtain an environmental permit, certificate or authorisation as appropriate from the Environment Agency, Scottish Environment Protection Agency or Industrial Pollution and Radiochemical Inspectorate;

- Carry out suitable and sufficient risk assessments and introduce safe systems of work;

- Appoint a RPA;

- Appoint a RPS where necessary;

- Undertake the "Critical Examination;

- Arrange for all equipment to be maintained and tested in accordance with the regulations;

- Compile 'Local Rules' (Arrangements for the Management of Radiation Protection.) covering the safe use of radiation equipment and radioactive substances;

- Provide employees and others who work with or near radioactive substances with sufficient information, instruction and training to ensure their health and safety, whilst undertaking tasks;

- Arrange for health surveillance for employees identified at risk; and

- Periodically assess accident records to identify any trends in accidents or incidents involving ionising radiation sources or radioactive substances.

Additional Information

[Ionising Radiation Equipment and Sources Register](#)

[Ionising Radiation Equipment and Sources Register Example](#)

[HSE Notification and Authorisation Form](#)

[HSE Notification and Authorisation Form Example](#)

[Authorisation Under the IRR Information Sheet](#)

[Online Management Tools - Risk Assessment Register](#) - Activity

[Ionising Radiation Risk Assessment Example](#)

Radiation - Ionising Guidance Note

[RPA Appointment Template](#)

[RPS Appointment Template](#)

[How to Choose a Competent Contractor](#)

[Approved Contractor List](#)

[Approved Contractor List Example](#)

[Maintenance Schedule Form](#)

[Maintenance Schedule Example](#)

[Online Management Tools - To Do List](#)

[Local Rules Form](#)

[Ionising Radiation Local Rules Example](#)

[Training Needs Analysis Form](#)

[Training Needs Analysis Form Example](#)

[RPA and RPS Information Sheet](#)

[Ionising Radiation Tool Box Talk](#)

[Radon Information Sheet](#)

[Health Surveillance Referral Form](#)

[Health Surveillance Referral Form Example](#)

[Online Management Tools - Incident and Accident Recording Toolkit](#)

Issue 2

14052012

Guidance Note

This Guidance Note should be read in conjunction with the Radiation - Ionising Policy.

Introduction

Ionising radiation is a form of energy that has the ability to alter the electrical charge of an atom, i.e. to ionise it. Some forms of ionising radiation have sufficient energy to penetrate the body and cause damage to living tissue. Workplace exposure must be strictly limited, controlled and monitored.

In general, all common applications of ionising radiation in the workplace can be construed as "Working with Radiation". The Ionising Radiation Regulations 1999 (IRR99) precisely defines the type of work to which the regulations apply. They fall into three categories:

- Any practice i.e. work involving the:

  o production, processing, handling, use, holding, storage, transport or disposal of radioactive substances (the IRR99 defines a "Radioactive Substance" as any substance which cannot be disregarded for the purpose of radiation protection. Values of activity and activity concentrations above which the substance must be considered as radioactive are quoted in schedule 8 of the regulations.) or;

  o operation of any electrical equipment, emitting ionising radiation and operating at more than 5kV.

- Any work undertaken in a Radon atmosphere. Where employers, employees, self employed persons and trainees are working in an area where the concentration of Radon 222 gas in air exceeds $400Bq/m^3$ (averaged over a 24hr period), then they are considered to be working with radiation.

- Work with naturally occurring radioactive materials (other than practice). In some situations substances containing naturally radioactive materials are used in work which would not be defined as a practice, for example, the processing of natural ores. It is considered that where such work could lead to individuals incurring doses of >1mSv in a year, then this cannot be disregarded for the purpose of radiation protection and, as such, is subject to the requirements of IRR99.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Radiation - Ionising Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify all areas and processes where there is a risk to health from ionising radiation.

- Many people routinely work in situations which could expose them to Ionising Radiation. This would include exposure to Radon, which is the most common form of exposure to ionising radiation as well as exposure to X-Rays, Gamma Rays and nuclear contamination. This includes such industries as:

  o Industrial radiography

  o The processing of products

  o Research

  o The exposure of persons for medical treatment

  o Use of X-ray equipment in medical and veterinary practices

  o Work in mines

- o Work in caves

- o Utility services - underground cables

- o Work in cellars.

- Radioactive substances may include specific isotopes of for example:

    - o Uranium

    - o Thorium

    - o Plutonium

    - o Radon etc.

- The employer should complete a register of all activities, which they carryout, and emit Ionising Radiation.

Please click on the following links or see the 'Additional Information' section of your Radiation - Ionising Policy for access to an Ionising Radiation Equipment and Sources Register and an Ionising Radiation Equipment and Sources Register Example.

Notify and obtain authorisation from the Health and Safety Executive (HSE) as necessary.

If you wish to employ electronic equipment for the following purposes you must notify the HSE prior to commencing work to gain authorisation in respect of:

- o X-ray equipment to be used for industrial radiography, the processing of products, research and the exposure of persons for medical treatment; and

- o Accelerators (other than electron microscopes)

- You must also notify the HSE at least 28 days in advance of starting work with ionising radiation for the first time. A summary of the information required to satisfy the notification is given below:

    - o Name and address of the employer as well as full contact details;

    - o Address of the premises where, or from where. The work will be undertaken.

    - o Nature of the employer's business;

    - o The categories into which the sources of radiation fall into e.g. sealed source, X ray set etc;

    - o Date of intended commencement of work.

- Notification is not required where the work is carried out on a Nuclear Licensed Site, or falls into any of the categories listed in schedule 1 to IRR99.

For a HSE Notification and Authorisation Form, a HSE Notification and Authorisation Form Example and an Authorisation Under the IRR Information Sheet please click on the links or see the 'Additional Information' section of your Radiation - Ionising Policy.

Obtain an environmental permit, certificate or authorisation as appropriate from the Environment Agency, Scottish Environment Protection Agency or Industrial Pollution and Radiochemical Inspectorate.

England and Wales

- In order for you to hold on site, radioactive materials or accumulate before disposal or dispose of radioactive waste you must apply to the Environment Agency for an Environmental Permit.

Scotland

- In order for you to hold radioactive materials on site you must apply for a certificate of registration or to accumulating or disposing of radioactive waste a certificate of authorisation from the Scottish Environment Protection Agency.

Northern Ireland

- In order for you to hold radioactive materials on site you must apply for a certificate of registration or to accumulating or disposing of radioactive waste a certificate of authorisation from the Industrial Pollution and Radiochemical Inspectorate.

Complete a detailed assessment of risk from exposure to each source of ionising radiation.

The following are the specific issues to be considered for each of the steps of a detailed risk assessment for Radiation - Ionising:

Step 1 Identify the Hazards

To fulfil your responsibilities as outlined above, you must identify all areas, processes and materials where there is a risk to health from ionising radiation. The Radiation Employer should then carry out risk assessments on the following:

- Radioactive materials

- Radioactive generators.

Step 2 Decide who might be harmed and how

Who

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people who might be exposed to ionising radiation sources or radioactive substances, including those who could be harmed through the acts and omissions of other persons.

- Some workers have special requirements and may be at particular risk:
  o new workers
  o new or expectant mothers
  o people with pre-existing medical conditions.

How

- In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example from:
    - the level of exposure; and
    - the physical effects.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I eliminate work with ionising radiation sources or radioactive substances altogether, for example by sub-contracting the work?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- Required/available safety features;

- Maintenance requirements;

- Designation of areas;

- Radiation monitoring regimes

- Dosimetry requirements

- Staff training needs.

Improving health and safety need not cost a lot. For instance, using personal dose badges to give early warning of problems. Failure to take precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Control Measures to be Considered

The following measures must be considered as part of the above process and are specific controls designed for work involving ionising radiation sources or radioactive substances:

<u>Designation of Controlled and Supervised Areas</u>

- A primary mechanism in the IRR99 for the restriction of exposure is the categorisation of working areas and employees, and the resultant application of various conditions. These notes review the requirements for the designation of areas and summarise the restrictions on access and other conditions that are placed on these areas.

- Designated Areas. The criteria for the designation of areas are given in Regulation 16 of IRR99. Working areas may fall into one of three categories, namely:
    - Controlled area
    - Supervised area
    - Undesignated i.e. neither controlled or supervised.

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Controlled Area. A controlled area is one where either:

- persons are required to follow special procedures designed to restrict radiation exposure or reduce the risk of radiation accidents; or

- the exposure of persons is likely to exceed the criteria in Table 1.

Supervised Area. A supervised area is one where either:

- conditions need to be kept under review to determine whether it should be designated a controlled area; or

- the exposure of persons is likely to exceed the criteria in Table 1.

Annual Dose Criteria (Greater than)		
	Controlled Area	**Supervised Areas**
Whole Body	6mSv	1mSv
Lens of Eye	45mSv	15mSv
Skin & Extremities	150mSv	50mSv

Table 1

Designation of a Controlled Area

A Controlled area would be expected to be designated under the following circumstances:

- Whether it is considered necessary to exclude members of the public or non-radiation workers, or where such persons are only allowed access under close supervision. Site radiography is mentioned as a specific example and it is recommended that a controlled area should be designated where the dose rate exceeds 7.5 μSv h^{-1} ;

- Where only radiation workers have access, controlled areas should be designated where:

  o dose rate averaged over a working day exceeds 7.5 μSv h^{-1} ;

- if only the hands are exposed, the dose rate averaged over a working day exceeds 75 μSv h^{-1} ; or

  o there is a significant risk of spreading contamination outside the area;

  o It is necessary to prevent or closely supervise access to the area by employees who are unconnected with the work with ionising radiation, while that work is underway; or

  o Employees are liable to work in the area for a period sufficient to receive an effective dose in excess of 6 mSv a year.

- In addition, an area should be designated as a controlled area if:

  o the dose rate (averaged over a minute) exceeds 7.5 μSv h^{-1}

  o The work being undertaken is site radiography

  o Employees untrained in radiation protection are likely to enter the area, unless the only work with ionising radiation involves a radioactive substance dispersed in a human body and none of the conditions in the previous paragraph apply.

- The designing of such controlled areas is the responsibility of the employer who has overall control of the site. The employer should normally consult an RPA about to design and designate a controlled or supervised area.

Designation of a Supervised Area.

A supervised area would be expected to be designated under the following circumstances:

* where the area has the potential to become a controlled area. For example, could conditions change such that specific procedural controls would be necessary; or

* can persons receive doses in excess of the criteria in table 1.

There is much less guidance given in relation to supervised areas. However, the following should be noted:

* supervised areas are not expected to be designated around every controlled area

* supervised areas may be an appropriate level of designation for laboratories handling small amounts of unsealed radioactive materials

* as with controlled areas, suitable existing boundaries (walls) may be used when designating supervised areas.

Demarcation of Designated Areas

Controlled areas should be physically demarcated (e.g. with walls and doors, or temporary barriers), and warning signs must be posted at the points of entry. There are circumstances where this is not appropriate and some exceptions are allowed, for example:

* where a vehicle carrying radioactive substances is stationary at the side of the road (the pavement may need to be demarcated but not the road)

* outside the window of an upper storey room where there is no access;

* around patients who have previously been subject to nuclear medicine techniques; and

* during dental or veterinary radiography;

* where the work is of short duration and transient in nature and the area is under constant and effective supervision.

Entry into Controlled Areas

For a person to enter into a controlled area he must be either:

* a classified employee

* an outside worker (i.e. a classified employee from another company) or

* a non-classified person who enters in accordance with suitable written arrangements that ensure that

    o for an employee, the dose received is less than that which would require designation as a classified person; or

    o for other persons, the dose limit (i.e. those specified for other persons) are not exceeded.

Designation of Classified Persons

An employer is required to designate a person as classified if that person is likely to receive an annual radiation dose in excess of:

* 6mSv (i.e. Whole body) dose;

* 45mSv dose to the lens of the eye; or

- 150mSv equivalent dose to the skin or extremities.

Designation should be justified solely on the basis of the assessment of potential for exposure (including accidents) and not on the basis of previous dose avoidance. It is expected that persons working with large sources (capable of producing an overexposure within a few minutes) e.g. Site radiographers, would be classified.

In order for a person to be designated as classified he or she must be at least 18 years of age and the employment medical advisor or appointed doctor must have made an entry into the person's health register to the effect that the person is considered fit to work as a classified person. Employees should be notified of designation and cessation of designation as a classified person.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example 'Exceeding exposure limits - wearing dose badges to indicate current level of exposure and then withdrawing personnel from areas/work before limits exceeded'.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to work with or near ionising radiation sources or radioactive substances'

- considered who might be involved in working with or near ionising radiation sources or radioactive substances and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is as low as possible

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or use the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Radiation - Ionising Policy or click on these links for the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and an Ionising Radiation Local Rules Example.

Appoint a Radiation Protection Advisor (RPA).

In most circumstances radiation employers are required to appoint a RPA. Only where the use of ionising radiation is considered to be trivial, e.g. the employer's only use is installed smoke detectors, is there exemption from this requirement.

It is the responsibility of the employer to appoint a suitable RPA. "Suitable" means:

- an individual or corporate body, satisfying a criteria of competence specified by HSE; and

- suitable in terms of possessing the requisite knowledge and experience relevant to the employer's type of work.

- The Regulations, ACOP and guidance on choosing and appointing a suitable RSA can be found in Regulation 13 IRR99.

For a RPA Appointment Template please see the "Additional Information" section of your Radiation - Ionising Policy or click on the link.

Appoint a Radiation Protection Supervisor (RPS) where necessary

- If you have designated controlled areas you must provide local rules for all work carried out in those areas. Additionally, the regulations state that local rules may also be required for work within certain supervised areas, depending on the actual work carried out there. Further to this, the Regulation 17(4) of the IRR99 requires employers, undertaking any work for which local rules are required, to appoint one or more Radiation Protection Supervisors (RPSs) to supervise the work.

- All appointments as RPS should be made in writing to the person concerned and the names of the RPSs must be included in the local rules.

- At the working level, the RPS has direct responsibility to the employer for assuring that:
  - the work with ionising radiation is carried out in accordance with the requirements of the IRR99; and
  - the local rules are observed.

- To achieve the above, the RPS will be required to:
  - liaise with both management and the RPA
  - supervise the radiological protection aspects of the work; and
  - recognise the need to seek further advice in certain circumstances.

- A person should not be appointed as an RPS, unless that person:
  - knows and understands all the relevant sections of the regulations and local rules
  - commands sufficient respect from the people doing the work being performed, to allow the RPS to exercise the required supervision; and
  - understand the precautions necessary for the work being performed, and the degree of restriction of exposure gained from using these precautions.

- These requirements indicate that the post of RPS is more demanding than is often appreciated and thus highlight the importance of the appointment of the RPS.

For a RPS Appointment Template please see the "Additional Information" section of your Radiation - Ionising Policy or click on the link.

Undertake the "Critical Examination"

- A critical examination is required in many situations, where equipment is erected or installed for use at work, where that work falls within the definition of "working with radiation". The objective of the critical examination, which must be undertaken prior to the equipment being taken into routine use, is to ensure that:
  - any inherent safety features and warning devices (pertinent to radiation safety) operate correctly; and
  - there is sufficient protection for persons from exposure to ionising radiation.

- It is the responsibility of the person or organisation undertaking the installation to do the critical examination. However, it is worth noting that this may be the supplying company, if it is contracted to do the installation, it may be the user if he undertakes to do the installation after supply or it could be a third party contracted to do the work. In some complex situations there may be more than one contractor involved in the installation; in such cases each contractor should take responsibility for his aspect of the installation.

- The installer must consult a RPA with regards to the critical examination. Matters on which the RPA must be consulted include:
    - plans for installing the equipment (facility)
    - nature and extent of any tests undertaken; and
    - acceptability of any test results.
- Critical examinations are always required in respect to new installations. They are also required where equipment has been moved and re-installed, or following any maintenance or repair that could have affected the radiation safety aspects of the equipment.

For guidance on How to Choose a Competent Contractor, an Approved Contractor List and a worked Approved Contractor List Example click on the links or see the "Additional Information" section of your Radiation - Ionising Policy.

Arrange for all equipment to be installed, commissioned, maintained and tested by a competent person.

- When acquiring equipment for use in work with ionising radiation you must ensure that it is installed and commissioned by a competent person.
    - the performance of new equipment must be tested before it goes into use.
- All equipment used in working with radiation is to be subjected to periodic testing, inspection and maintenance. This will include:
    - the testing and calibration of monitors
    - the testing of safety interlocks
    - the examination of Kastel key systems; and
    - examination of any barriers, shielding or signage.
- You must carryout general maintenance activities such as testing of batteries, setting the zero and, with certain contamination monitors, check bias voltage settings. Monitors must be tested at periodic intervals.
- You must also ensure that:
    - equipment is be properly maintained
    - adequately tested and examined at appropriate intervals (At least annually)
    - certain specific tests must be carried out under the supervision of a "qualified person". The qualified person does not need to work for the employer who uses the monitor; and
    - test certificates must be kept for at least two years.

Please see the "Additional Information" section of your Radiation - Ionising Policy for guidance on How to Choose a Competent Contractor, an Approved Contractor List, an Approved Contractor List Example, a Maintenance Schedule Form, a Maintenance Schedule Example and access to the Online Management Tools - To Do List or click on these links,

Compile 'local management system' (Arrangements for the Management of Radiation Protection.) covering the safe use of radiation equipment and radioactive substances.

- The responsibility for ensuring local rules are prepared rests with the employer undertaking the work with ionising radiation (The radiation employer) The employer has overall responsibility for providing control measures to restrict exposure.

- The local rules are likely to be appropriate for supervised areas where the radiation employer needs to instruct employees about general arrangements to prevent accidents or to restrict exposure in that area. Examples include:
  o maintenance and cleaning of an area where unsealed sources are used
  o arrangements for putting contingency plans into effect in the event of an accident.

Essential Contents of Local Rules

- Local rules should contain at least the following information:
  o the dose investigation level required
  o identification or summary of any contingency arrangements indicating the reasonably foreseeable accidents to which they relate
  o names of the appointed Radiation Protection Supervisors
  o the identification and description of the areas covered, with details of its designation; and
  o an appropriate summary of the working instructions, including the written arrangements relating to non-classified persons entering or working in controlled areas.

Optional Contents of Local Rules

- You may find it useful to include a brief summary of, or refer to, the general arrangements in that area for:
  o management and supervision of the work
  o testing and maintenance of engineering controls and design features, safety features and warning devices
  o radiation and contamination monitoring
  o examination and testing of radiation monitoring equipment
  o personal dosimetry; and
  o arrangements for pregnant and breast feeding staff.

Please see the "Additional Information" section of your Radiation - Ionising Policy or click on these links for a Local Rules Form and an Ionising Radiation Local Rules Example.

Provide employees and others who work with or near radioactive substances with sufficient information, instruction and training to ensure their health and safety, whilst undertaking tasks.

- All employees involved in the work with ionising radiation, including management, will need training to help develop and sustain a commitment to restricting exposure wherever this is reasonably practicable. You will usually need to provide training to ensure employees are competent where a system of work or personal protective equipment are provided to restrict exposure. Training will also be needed where you arrange for employees to perform particular functions, for example:

  - to act as a radiation protection supervisor

  - to make entries in radiation passbooks for outside workers

  - to monitor radiation levels for controlled or supervised areas.

- Some employees may not be closely involved with the work but will need suitable information or instruction to avoid being unnecessarily exposed to ionising radiation.

- Employees involved in the work with ionising radiation need to be made aware of the main risks, including the risks from accidental exposure and the control measures provided to prevent or reduce those risks.

For an Ionising Radiation Tool Box Talk, a Training Needs Analysis Form and a worked Training Needs Analysis Form Example please see the "Additional Information" section of your Radiation - Ionising Policy or click on the links.

Arrange for health surveillance for employees as necessary.

- Health surveillance is required where an employee is a Classified Person or an employee who has received a radiation dose which exceeds the specified limits. The surveillance must be carried by an appointed doctor or employment medial adviser for the purpose of determining the fitness of an employee to work with ionising radiation sources or radioactive substances.

- Health surveillance can take the form;

  - of personal dosimetry, or

  - a radionuclide tracing and imaging examination.

- Radiation doses to persons working with ionising radiation are assessed by an appropriate method of personal dosimetry. The use of environmental monitoring results for personal dose assessment is not normally practicable because of the variation in radiation fields within the workplace and the movement of persons within the fields.

- The most practical method of assessment for external radiation is the provision of personal dosimeters which are worn on the person. With respect to internal exposure, direct monitoring of a person or of biological samples from a person (faeces, urine etc.) are required to assess the quantity of a radionuclide absorbed in the body.

- Personal dosimetry serves a number of important functions:

  - it enables both short and long term control to be exercised over the radiation exposure of an individual, and shows whether doses are being kept as low as reasonably practicable

  - any abnormally high personal exposures are highlighted, enabling circumstances of the exposure to be investigated

  - the dose records of a group of individuals will give an indication of working conditions and will reflect any improvement or deterioration in these conditions. They may also lead to the discovery of bad working practices, either of an individual or of a team

- o the dose records of an individual may be required as evidence in legal action as a result of the appearance of some allegedly radiogenic medical condition

- o dose data in the long term is invaluable in epidemiological studies of the risks associated with exposure to ionising radiation; and

- o the wearing of personal dosimeters may inspire confidence and security and demonstrates that the employer is actively monitoring the health and safety of the workforce.

Please see the "Additional Information" section of your Radiation - Ionising Policy for a Health Surveillance Referral Form and a Health Surveillance Referral Form Example.

Periodically assess accident records to identify any trends in accidents or incidents involving radioactive substances.

For example, regularly review accident books, computer-based accident records and/or your records on the Online Management Tools - Incident and Accident Recording Toolkit for information on any Ionising radiation accidents or incidents.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

The Health and Safety Executive (HSE)

The Ionising Radiation Regulations 1999

Radioactive Substances Act 1993

The Ionising Radiation (Protection of Persons Undergoing Medical Examination or Treatment) Regulations 1988

Radiation Protection-sealed Radioactive Sources-leakage Test Methods ISO9978:1992

Fitness of Equipment used for Medical Exposure to Ionising Radiation PM77

National Physical Laboratory (NPL) measurement good practice guide 14.

Issue 3

05112012

Radiation - Non-Ionising

Policy

Introduction

Non-ionising radiation (NIR) describes the part of the electromagnetic spectrum covering ultraviolet (UV), infrared (IR) and electromagnetic fields (EMF). NIR is not currently covered by specific legislation although the EMF Directive is due to be introduced in 2012. Much equipment produces NIR, including: electric welding, mobile phones, lasers, skin tanning machines, microwaves and TVs. Another source is, of course, sunlight. Employers have a duty, under the general terms of the Health and Safety at Work etc. Act and the Management of Health and Safety Regulations, to employees and any other people likely to be affected to prevent or minimise the risk to health from exposure.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to non-ionising radiation, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Control of Artificial Optical Radiation Regulations 2010

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that the risk of exposure to non-ionising radiation is reduced as much as possible, and that our policy will be clearly understood throughout the company, we will:

- arrange for any equipment to be appropriately maintained and tested;

- carry out suitable and sufficient risk assessments and introduce safe systems of work;

- arrange training for employees to ensure that exposure levels, monitoring, safe systems of work and the outcomes of risk assessments are understood;

- monitor and review the above to ensure compliance with current legislation;

- appoint a suitably qualified Laser Safety Officer (LSO), where the non-ionising radiation source is created by a laser, to advise on and monitor our equipment; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify and record all equipment which emits non-ionising radiation;

- carry out suitable and sufficient risk assessments and introduce safe systems of work;

- compile 'local rules' and safe systems of work as determined by risk assessment;

- arrange training for employees to ensure local rules, exposure levels, monitoring, safe systems of work and the outcomes of risk assessments are understood and followed; and

- provide all necessary signage, monitoring and protective equipment, as determined by the Laser Safety Officer (LSO), if appropriate.

Additional Information

Sources of Non-Ionising Radiation Register

Sources of Non-Ionising Radiation Register Example

Online Management Tools - Risk Assessment Register

Non-Ionising Radiation Risk Assessment Example

Local Rules Form

Non-Ionising Radiation Local Rules Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Non-Ionising Radiation Standard Operating Procedure Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Non-Ionising Radiation Tool Box Talk

Maintenance Schedule Form

Maintenance Schedule Example

Online Management Tools - To Do List

Mobile Phones - Information Sheet

Working Outdoors Tool Box Talk

Issue 3

05112012

Guidance Note

This Guidance Note should be read in conjunction with the Radiation - Non-Ionising Policy.

Introduction

Non-ionising radiation (NIR) describes the part of the electromagnetic spectrum covering ultraviolet (UV), infrared (IR) and electromagnetic fields (EMF). NIR is not currently covered by specific legislation although the EMF Directive is due to be introduced in 2012. Much equipment produces NIR, including: electric welding, mobile phones, lasers, skin tanning machines, microwaves and TVs. Another source is, of course, sunlight. Employers have a duty, under the general terms of the Health and Safety at Work etc. Act and the Management of Health and Safety Regulations, to employees and any other people likely to be affected to prevent or minimise the risk to health from exposure.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Radiation - Non-Ionising Policy and the information below should be used as an aide memoire for compliance with the procedure.

Identify and record all equipment which emits non-ionising radiation.

Many people routinely work with equipment that emits non-ionising radiation and under conditions that expose them to non-ionising radiation. This equipment includes:

- electric welding

- mobile phones

- lasers

- skin tanning machines

- microwaves

- TVs

- classified laser equipment.

Sunlight also emits non-ionising radiation.

Please see the "Additional Information" section of your Radiation - Non-Ionising Policy for a Sources of Non-Ionising Radiation Register and a Sources of Non-Ionising Radiation Register Example or click on the links.

Carry out suitable and sufficient risk assessments and introduce safe systems of work.

The following are the specific non-ionising radiation issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what equipment or activities could reasonably be expected to cause harm from non-ionising radiation

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions as they can be very helpful in spelling out the non-ionising radiation hazards and putting them in their true perspective

- look back at your accident and ill health records as these often help to identify the less obvious hazards

- Remember to think about long-term hazards to health, for example, skin cancers, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you to identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, those operating tanning machines or using lasers.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur, for example, employees using welding equipment which could cause arc-eye.

Remember some workers have particular requirements. For example, employees with fair or light skin may be at particular risk. Extra thought will be needed for some hazards:

- groundsmen, welders, roofers, scaffolders, employees working in tanning or beauty salons, healthcare workers etc

- members of the public, if they could be hurt by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option such as using hands-free mobile phone kits or spray tanning instead of using sun beds

- prevent access to the hazard, for example, by guarding it, or completing task at another time of day, out of the sun

- organise work to reduce exposure to the hazard by rotating shift patterns or using sun creams etc

- issue personal protective equipment (PPE), for example, clothing, hats, goggles etc

- provide welfare facilities such as first aid and washing facilities for the removal of contamination.

Improving health and safety need not cost a lot. For instance, sun-hats and sun-cream are low-cost precautions, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- employees completing welding tasks - designated welding area, competent staff, full PPE to be worn (apron, gauntlets and full face visor)

- laser hazards present - appoint a Laser Safety Officer (LSO).

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to non-ionising radiation

- considered who might be involved working with or near to non-ionising radiation and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Radiation - Non-Ionising Policy or click on these links for access to the Online Management Tools - Risk Assessment Register, a Non-Ionising Radiation Risk Assessment Example and the Online Management Tools - To Do List.

Compile 'local rules' and safe systems of work as determined by risk assessment.

- Ensure that employees are fully aware of the control measures you have devised in your risk assessments and that safe systems of work are introduced.

- A safe system of work could be as simple as a basic list of Dos and Don'ts, for example:

    o do wear sun hats, sun cream and complete tasks before 11am

    o don't complete tasks between 12 noon and 3pm

    o don't remove hats for long durations.

- Provide and maintain all necessary guards, interlocks and other devices to prevent exposure. This is particularly relevant to laser equipment

For guidance on How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure template, a Non-Ionising Radiation Standard Operating Procedure Example, a Local Rules Form, and a Non-Ionising Radiation Local Rules Example please click on these links or see the "Additional Information" section of your Radiation - Non-Ionising Policy.

Arrange training for employees to ensure local rules, exposure levels, monitoring, safe systems of work and the outcomes of risk assessments are understood and followed.

- Employees who are exposed to non-ionising radiation should have the necessary skills and knowledge to carry out their jobs safely and so will need suitable training. This includes all new employees, who should have initial training and be supervised closely.

- Training should focus on the relevant hazards, risks and risk control measures for protection from non-ionising radiation hazards, including the need for PPE.

- Additional training or retraining may be required if:

  o the job changes

  o the equipment or operation changes

  o new items of equipment emitting non-ionising radiation are purchased

- Any employee acting as a Laser Safety Officer will need to have undertaken specific training.

For a Non-Ionising Radiation Tool Box Talk, a Working Outdoors Tool Box Talk, a Mobile Phones - Information Sheet, a Training Needs Analysis Form and a worked Training Needs Analysis Form Example please see the "Additional Information" section of your Radiation - Non-Ionising Policy or click on the links.

Provide all necessary signage, monitoring and protective equipment, as determined by the Laser Safety Officer (LSO), if appropriate.

The fundamental principles of laser safety are to use:

- engineering controls, for example, to

  o enclose beams, where practicable

  o minimise the length of beams paths

  o minimise the power of lasers

  o fix laser and optical components, where practicable

  o arrange optics and apparatus so that beams are not at eye level

  o fix raised shielding to the sides of work benches

  o use interlocks where practicable.

- administrative controls, such as:

  o providing a written scheme of work

  o providing adequate information, instruction and training

  o posting hazard warning notices around the work area compliant with BS EN 60825

  o minimising the time during which an exposure to laser radiation can occur

  o minimising the number of people present when lasers are in use.

- Personal protective equipment (PPE) may be required if exposure to the beam is still possible after all reasonable engineering and administrative controls have been implemented. However PPE should not be required for use with class 1 or class 2 lasers.

- Ensure that all control measures designed to reduce or limit exposure to non-ionising radiation are maintained.

For a Maintenance Schedule Form and a Maintenance Schedule Example please see the "Additional Information" section of your Radiation - Non-Ionising Policy or click on the links.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Slips, Trips and Falls

Policy

Introduction

Over a third of all major injuries reported each year are caused as a result of a slip or trip (the single most common cause of injuries at work). More than 10,000 workers suffered an injury as a result of a slip, trip or fall between March 2009 and April 2010. Reducing this unnecessary injury toll is a priority for the Health and Safety Executive. Slips, trips and falls also account for over half of all reported injuries to members of the public. Legal actions brought as a result of an injury can be extremely damaging to business, especially where the public are involved. Insurance covers only a small proportion of the costs. Anyone at work, but particularly employers, can help to reduce slip and trip hazards through good health and safety arrangements. Effective solutions are often simple, cheap and lead to other benefits.

Improvement of housekeeping regimes is a commonly cited intervention for targeting slips, trips and falls. Although this intervention seems straightforward, it is not. This is because it relies on human behaviour and attitudes, which can be highly unpredictable.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work in relation to slips, trips and falls, and to comply with all relevant legislation, including;

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Workplace (Health, Safety and Welfare) Regulations 1992.

Employer Responsibilities

To ensure that we have sufficient and suitable control measures in place to reduce to the lowest possible level the risk of slips, trips and falls in any of our activities or in any area of our premises, we will:

- adequately control slip and trip hazards;

- fulfil our specific legal requirements under the Workplace (Health, Safety and Welfare) Regulations; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- review recent workplace inspection records for our premises for slip, trip and fall hazards and take whatever actions are necessary to resolve any issues identified;

- undertake a detailed Workplace risk assessment ensuring that full consideration is given to the risks of slips, trips and falls;

- provide adequate information, instruction and training to employees in basic housekeeping and storage requirements; and

- periodically review accident/incident/near-miss statistics to identify trends and set realistic timescales for improvement action.

Additional Information

Universal Inspection Form

Universal Inspection Form Example

Online Management Tools - Risk Assessment Register

Slips Trips and Falls Risk Assessment Example

Slips, Trips and Falls Tool Box Talk

Training Needs Analysis Form

Training Needs Analysis Form Example

Online Management Tools - Incident and Accident Recording Toolkit

Online Management Tools - To Do List

Guidance Note

This Guidance Note should be read in conjunction with the Slips, Trips and Falls Policy.

Introduction

Over a third of all major injuries reported each year are caused as a result of a slip or trip (the single most common cause of injuries at work). More than 10,000 workers suffered an injury as a result of a slip, trip or fall between March 2009 and April 2010. Reducing this unnecessary injury toll is a priority for the Health and Safety Executive. Slips, trips and falls also account for over half of all reported injuries to members of the public. Legal actions brought as a result of an injury can be extremely damaging to business, especially where the public are involved. Insurance covers only a small proportion of the costs. Anyone at work, but particularly employers, can help to reduce slip and trip hazards through good health and safety arrangements. Effective solutions are often simple, cheap and lead to other benefits.

Improvement of housekeeping regimes is a commonly cited intervention for targeting slips, trips and falls. Although this intervention seems straightforward, it is not. This is because it relies on human behaviour and attitudes, which can be highly unpredictable.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Slips, Trips and Falls Policy and the information below should be used as an aide memoire for compliance with the procedure.

Review recent workplace inspection records for our premises for slip, trip and fall hazards and take whatever actions are necessary to resolve any issues identified.

- If no previous workplace inspections have taken place, walk around the premises and look for items that could cause a slip trip or fall. Examples of hazard types may be:
  - uneven paving slabs/paths
  - floor coverings in poor repair
  - loose or missing nosing on stair treads
  - cables trailing across traffic routes
  - spilt liquids or leaking liquids on floors
  - pot holes
  - ungritted walkways during winter months.
- For each item identified record the details on the Universal Inspection Form and the action required to remove the hazard.

Please see the "Additional Information" section of your Slips, Trips and Falls Policy or click on these links for the [Universal Inspection Form](#) and a worked [Universal Inspection Form Example](#).

Undertake a detailed workplace risk assessment ensuring that full consideration is given to the risks of slips, trips and falls.

The following are the specific issues to be considered within the workplace for Slips, Trips and Falls hazards for each of the steps of a detailed risk assessment:

Step 1 Identify the hazards

First you need to work out how people could be harmed from slips trips and falls. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm.

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you.

- have a look back at your accident records - these often help to identify the less obvious hazards.

Step 2 Decide who might be harmed and how

For each slip, trip and fall hazard you need to be clear about who might be harmed; it will help you identify the best way of managing the risk. That doesn't mean listing everyone by name, but rather identifying groups of people (e.g. 'people working in the storeroom' or 'passers-by').

In each case, identify how they might be harmed, i.e. what type of injury might occur. For example, 'visitors walking across car park tripping over loose flag stone, suffering fractured arms/wrist when trying to break fall'.

Remember:

- some workers have particular requirements, e.g. new workers, new or expectant mothers and people with disabilities may be at particular risk. Extra thought will be needed for some hazards

- cleaners, visitors, contractors, maintenance workers etc, who may not be in the workplace all the time

- members of the public visiting your workplace

- if you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff - talk to them; and

- ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything 'reasonably practicable' to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

So first, look at what you're already doing, think about what controls you have in place and how the work is organised. Then compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if not, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- prevent access to the hazard (e.g. by barriers/temporary fencing);

- organise work to reduce exposure to the hazard (e.g. put cleaning out of hours, running cables in heavy duty cable protectors, applying gritted nose to stair tread, use of duck boards in workshops,); Other steps that should be considered to control the slips, trips and falls hazards are:

  o implementing regular housekeeping and workplace inspections

  o encouraging employees to store equipment in designated locations and to keep walkways free from obstructions and trailing cables

  o ensuring that any areas designated as storage areas are of a sufficient capacity, well managed and regularly checked for hazards

  o designing all new floors and flooring to be suitable for the activities taking place on them

  o ensuring all flooring is maintained in a clean and safe condition and ensure that any spills or wet floors are clearly highlighted and steps taken to clear such spillages at the earliest convenience.

  o using wet floor signs where floors remain wet after cleaning or as a result of other causes such as inclement weather

  o removing waste on a daily basis to ensure that it does not accumulate and cause a trip hazard

  o encouraging our employees to wear sensible footwear (see Personal Protective Equipment) and, where identified by risk assessment, specify and provide what footwear is necessary

  o providing suitable and sufficient lighting for normal tasks

  o ensuring that emergency lighting (see Fire Safety Policy) is provided to aid escape in case of lighting failure. All our internal and external lighting is routinely checked as part of our monthly workplace monitoring regime; and

  o ensuring that suitable arrangements are in place for dealing with ice, snow and the accumulation of leaves and other refuse, on a timely basis to reduce the risk of slipping in any of the external areas of our premises.

- issue personal protective equipment (e.g. appropriately rated non-slip footwear, as per the HSL's GRIP scheme); and

- provide welfare facilities (e.g. first aid and washing facilities for removal of contamination).

Improving health and safety need not cost a lot. For instance, implement a spills procedure to clear up leaks etc. immediately to reduce potential for Slips, Trips and Falls is a low-cost precaution considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example 'Tripping over rubbish: bins provided, staff instructed, weekly housekeeping checks'.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

* identified all the potential hazards relating to Slips, Trips and Falls;

* considered who might be involved in Slips, Trips and Falls situations and the harm that they might come to;

* introduced control measures to manage all the slips, trips and falls hazards

* demonstrated that the precautions are reasonable, and the remaining risk is as low as is reasonably practicable; and

* involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

* a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

* long-term solutions to those risks most likely to cause accidents;

* long-term solutions to those risks with the worst potential consequences;

* arrangements for training employees on the main risks that remain and how they are to be controlled;

* regular checks to make sure that the control measures stay in place; and

* clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment - until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your workplace risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learnt anything from accidents or near misses? Make sure your workplace risk assessment stays up to date.

Please see the "Additional Information" section of your Slips, Trips and Falls Policy for access to the Online Management Tools - Risk Assessment Register, a Slips Trips and Falls Risk Assessment Example and the Online Management Tools - To Do List or click on the links.

Provide adequate information, instruction and training to employees in basic housekeeping and storage requirements.

- You must ensure that all staff are trained in the housekeeping and storage requirements established for the company.

For a Slips, Trips and Falls Tool Box Talk, a Training Needs Analysis Form and a worked Training Needs Analysis Form Example, please click on these links or see the "Additional Information" section of your Slips, Trips and Falls Policy.

Periodically review accident/incident/near-miss statistics to identify trends and set realistic timescales for improvement action.

- For example, regularly review accident books, computer based accident records and/or your records on the Online Management Tools - Incident and Accident Recording Toolkit, for information on any accidents that are related to Slips, Trips or Falls.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 3

27032015

Stress

Policy

Introduction

Stress is defined as "the adverse reaction people have to excessive pressure or other types of demand placed upon them". Stress is not an illness in itself, but if prolonged or particularly intense, it can lead to increased problems with ill heath, poor productivity and human error. There is a clear distinction between pressure, which can create a 'buzz' and be a motivational force, and stress, which can occur when this pressure becomes excessive. Workplace stress exists where people reasonably perceive that they cannot cope with what is being asked of them at work.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, that our employees are not subjected to levels of stress at work that have an adverse effect on their health and wellbeing and to comply with all relevant legislation, including;

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999.

Employer Responsibilities

To ensure that all our work activities are undertaken with due regard for the health, safety and welfare of all our employees so far as is reasonably practicable and that our policy concerning stress is clearly understood throughout the company, we will;

- undertake regular stress assessments, and implement any recommendations identified by the risk assessment process;

- support any members of staff who we believe are experiencing stress;

- offer suitable training and development opportunities;

- maintain good communication channels with all our employees; and

- ensure that our employees are not working excessive hours or have unreasonable workloads.

Procedure

To fulfil our responsibilities as outlined above, we will:

- regularly review productivity data, sickness absence records, staff turnover or other relevant information to find out whether there may be work-related stress issues;

- undertake detailed risk assessment to find out whether work-related stress is a problem;

- provide information, training and support to managers on good management practices, and encourage the early referral of any employees who may benefit, to an occupational health service or employee assistance provider ;

- provide information to employees to increase their awareness of the causes and symptoms of stress, and the various areas of support available to them;

- offer a confidential counselling service to managers and employees affected by work related stress;

- consider offering a confidential counselling service to managers and employees affected by stress if caused by external factors;

- provide return to work support for employees when returning from stress-related illness or any other enforced absence, and

- monitor and review the effectiveness of this policy and any other measures we have in place to reduce stress and promote workplace health and safety.

Additional Information

Online Management Tools - Incident and Accident Recording Toolkit

Online Management Tools - Risk Assessment Register

HSE Stress Questionnaire

Work Related Stress Risk Assessment Example

Health Surveillance Referral Form

Health Surveillance Referral Form Example

 Stress Guidance Note

How to Choose a Counselling Service

Referral Form for Counselling Template

How to Choose a Competent Contractor

Return to Work Interview Form

Return to Work Interview Example

Issue 2

05112012

Guidance Note

This Guidance Note should be read in conjunction with the Stress Policy.

Introduction

Stress is defined as "the adverse reaction people have to excessive pressure or other types of demand placed upon them". Stress is not an illness in itself, but if prolonged or particularly intense, it can lead to increased problems with ill heath, poor productivity and human error. There is a clear distinction between pressure, which can create a 'buzz' and be a motivational force, and stress, which can occur when this pressure becomes excessive. Workplace stress exists where people reasonably perceive that they cannot cope with what is being asked of them at work.

Procedural Steps

The text in **bold italics** is the steps taken directly from the Stress Policy and the information below should be used as an aide memoire for compliance with the procedure.

Regularly review productivity data, sickness absence records, staff turnover or other relevant information to find out whether there may be work-related stress issues

- Taking a pro-active approach to stress management involves regularly reviewing productivity data, sickness absence records, staff turnover and where a negative trend in any of these is identified, this may indicate an underlying stress problem.

- Refer to your Human Resources Department or provider for the above information or for further advice.

- You should also review accident, incident and near miss data to determine whether stress was identified as a contributing factor.

Please see the "Additional Information" section of your Stress Policy for access to the [Online Management Tools - Incident and Accident Recording Toolkit](#) or click on the link.

Undertake detailed risk assessment to find out whether work-related stress is a problem.

The following are the specific issues to be considered for Stress for each of the steps of a detailed risk assessment:

Step 1 Identify the hazards

First you need to work out how people could be harmed. Through the risk assessment process you will identify hazards that may lead to individuals exhibiting symptoms of stress. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- if having reviewed sickness records etc, it is thought there may be a stress problem, the and ask all The HSE's Stress questionnaire may be helpful for managers

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you relating to the following stressors:

  o   Lack of Control - Individual having insufficient control over their work

- o Poor Change Management - how change is communicated and managed throughout the organisation

- o Undefined Roles - about individuals understanding their specific role within an organisation

- o Excessive Job demands - targets

- o Negative Relationships - with colleagues and management, not promoting positive working or avoiding conflict

- o Inadequate Support - encouragement and resources provided by the organisation to ensure the individual can perform the tasks required.

- Remember to think about future impacts and changes on the business and how they are to be managed and communicated.

Step 2 Decide who might be harmed and how

Any individual within the organisation can be affected by one or more of the stressors identified at Step 1

The symptoms of stress include but are not limited to:

- o moods swings

- o aggressiveness and/or defensiveness

- o irrationality and irritability

- o over re-acting and emotional

- o displaying increasing negativity

- o making unrealistic judgements

- o physical symptoms - yawning and stomach upsets

- o increased alcohol and drug dependence

- o neglecting personal appearance.

Some symptoms must not be taken in isolation. Just because an individual yawns a lot may also mean they are just tired.

Remember:

- some workers may be at particular risk, e.g. new and young workers, new or expectant mothers and people with disabilities. Extra thought will be needed to be given to these individuals;

- if workplace is in close proximity to others where for example there is excessive noise, you will need think about how their work affects your staff - talk to them; and

- ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having identified the hazards, you then have to decide what to do about them. The law requires you to do everything 'reasonably practicable' to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

So first, look at what you're already doing, think about what controls you have in place and how the work is organised. Then compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if not, how can I control the risks so that stress is unlikely?

When controlling risks, apply the principles below relevant to each stressor:

- Lack of Control - employees to be given as much control over the pace of their work as possible, encouraged to use their skills and work using their own initiative, should be encouraged to learn new skills and to take on new work and responsibilities, should have a say over when they take their breaks and should be consulted over their work patterns

- Poor Change Management - employees should be provided with adequate information to help them understand the rationale for proposed changes, should provide adequate consultation giving employees the opportunity to influence proposals, should be made aware of any probable impacts of any changes to their jobs, they should be made aware of the timescales for change and they should be given appropriate support during the change process

- Undefined Roles - employees should be given clear roles and responsibilities to ensure that they fully understand what is expected of them, companies need to ensure that different requirements placed upon employees are compatible and do not cause conflict, employees need to be able to raise concerns about uncertainty or conflict without fear of repercussions

- Excessive Job Demands - employees should be provided with achievable demands given their hours of work, skills and abilities should be matched to the demands, jobs should be designed to be within the skills and experience of employees, Employees concerns about their environment are satisfactorily addressed

- Negative Relationships - organisation should promote positive behaviour to avoid conflict, employees should share information relevant to their work, where conflicts do arise these should be dealt with quickly and fairly, should have policies and procedures in place to enable employees to report unacceptable behaviours and to prevent or resolve these behaviours,

- Inadequate Support - organisations should have policies and procedures in place that adequately support employees and for managers to encourage and support their staff, systems in place to encourage employees to support each other, employees know how and when to access any available support, employees should receive regular constructive feedback.

Improving health and safety need not cost a lot. For instance, many of the above controls have no or minimal cost implications such as enabling employees to support each other. Failure to take simple precautions can cost you a lot more in absenteeism, accidents or ill health.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new stressors.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example 'Lack of control over workload, pace and order in which work managed at employees discretion within reason.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to stress;

- considered who might be involved in stress situations and the harm that they might come to;

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low; and

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution until more reliable controls can be put in place;

- long-term solutions to those risks most likely to cause accidents or ill health;

- long-term solutions to those risks with the worst potential consequences;

- arrangements for training employees on the main risks that remain and how they are to be controlled;

- regular checks to make sure that the control measures stay in place; and

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment - until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learnt anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please click on the following links or see the "Additional Information" section of your Stress Policy for access to the Online Management Tools - Risk Assessment Register, a Work Related Stress Risk Assessment Example and the Online Management Tools - To Do List.

Provide information, training and support to managers on good management practices, and encourage the early referral of any employees who may benefit, to an occupational health service or employee assistance provider

- You should provide information, training and support on the following aspects of stress management:
  - o how to identify risk factors within their team and consider the stress indicators such as demands of the job, the employees control over their workload, support provided by the company and how their effort within the business is rewarded.
  - o how external factors such as home, health and lifestyle may impact on employees ability to cope with pressures at work
  - o how to identify the signs of stress and how to identify the groups at risk
  - o ensuring employees are encouraged to report stress and that if reported, it is received with understanding, reassurance and discretion, prior to providing early access to external support where appropriate

Please see the "Additional Information" section of your Stress Policy for a Health Surveillance Referral Form and a Health Surveillance Referral Form Example or click on these links.

Provide information to employees to increase their awareness of the causes and symptoms of stress, and the various areas of support available to them.

- You should provide information on the following aspects of stress:
  - o how to identify when stress might be an issue
  - o the control measures in place to reduce the potential exposure to harmful stressors
  - o the support services available, both internally and externally.

Offer a confidential counselling service to managers and employees affected by work related stress.

- If you identify a manager or employee who is showing signs of stress or approaches you stating that they feel stressed as a result of work pressures, it may be advantageous to offer a confidential counselling service to the manager or employee.

- NatWest Mentor can assist with this provision through their partnership with AXA ICAS. Alternatively, you may already have access to an appropriate service or wish to source your own provider.

- Providing this service helps to demonstrate that you have the best interests in the health of your managers and employees. It can also aid a speedy recovery and either return them to their normal duties quicker, keep them at their normal duties or help identify the appropriate work levels for the manager or employee.

For information on How to Choose a Counselling Service and a Referral Form for Counselling Template please see the "Additional Information" section of your Stress Policy or click on the links.

Consider offering a confidential counselling service to managers and employees affected by stress if caused by external factors.

- The same advantages can be realised by offering managers and employees the same level of assistance when external factors may be causing stress related issues. Therefore, if you identify a manager or employee who is showing signs of stress or approaches you stating that they feel stressed as a result their life outside of work, then consider offering a confidential counselling service to the manager or employee.

For information on How to Choose a Counselling Service and a Referral Form for Counselling Template please see the "Additional Information" section of your Stress Policy or click on the links.

Provide return to work support for employees when returning from stress-related illness or any other enforced absence.

- Following any absence from work due to either stress or stress related illness interview the employee to determine their current state of health and how their return to work is to be managed:

    o return to work could be through a reduced hours per week programme, through starting on a couple of days per week or restricted hours each day or

    o taking on a lighter work load for a period or

    o it may be necessary to use a combination of measures during this rehabilitation process.

- Monitor the health of the manager or employee regularly during this return to work through interviews or further sessions with a counselling service or other appropriately qualified medical practitioner.

- When all involved parties are happy that a full return will not cause a relapse then the work load and/or number of hours/days can be brought up to normal levels.

- It may be that some individuals cannot return to their original workloads in the short term and, in these circumstances, you need to look to make reasonable adjustments based on the individual's personal circumstances. However, if it appears likely that the individual may need longer term intervention to return to work, it is advisable to get appropriate employment law advice.

Please see the "Additional Information" section of your Stress Policy or click on the links for a Return to Work Interview Form and a Return to Work Interview Example.

Monitor and review the effectiveness of this policy and any other measures we have in place to reduce stress and promote workplace health and safety.

- To monitor stress and related health issues you can carry out stress audits on a regular basis.

- Stress audits will help identify where programs to reduce stress levels in the workplace are effective or are having little or no impact.

- Act upon the findings provided by these audits for example by changing or amending the programme or seeking external professional advice.

- You can carry out these audits internally or choose to obtain the assistance of an external provider.

Please click on following links or see the "Additional Information" section of your Stress Policy for a How to Choose a Competent Contractor guide, an Approved Contractor List and a worked Approved Contractor List Example.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

Issue 2

05112012

Working at Height

Policy

Introduction

There are about 50 deaths and more than 3,500 major injuries each year caused by falls from height. Working at height is defined by the Health and Safety Executive as: 'Work in any place, including a place at or below ground level, or obtaining access to or egress from such a place, while at work, except by a staircase, where, if suitable measures were not taken, a person could fall a distance likely to cause personal injury'. This means that anyone undertaking any work where they could fall is working at height and therefore the risk this poses must be taken into consideration and properly controlled.

Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, in relation to activities that involve working at height, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Work at Height Regulations 2005 (as amended)

- Personal Protective Equipment at Work Regulations 1992.

Employer Responsibilities

To ensure that any activities that involve working at height are undertaken safely and that our policy and safe systems of work are clearly understood throughout the company, we will:

- avoid working at height where possible;

- use work equipment or other measures to prevent falls where working at height is unavoidable;

- use work equipment or other measures to minimise the distance and consequences of a fall, should one occur; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- carry out an initial survey to identify any activities that involve working at height and which cannot be carried out other than at height;

- undertake a detailed risk assessment on all tasks that require working at height;

- ensure that all working at height is properly planned, organised and documented;

- take account of weather conditions that could endanger health and safety;

- make sure that all those involved in working at height are trained and competent;

- ensure appropriate Personal Protective Equipment (PPE) is issued and used; and

- make sure that equipment used for working at height is appropriately inspected.

Additional Information

Working at Height Activities Register

Working at Height Activities Register Example

Online Management Tools - Risk Assessment Register

Working at Height Risk Assessment Example

How to Write a Safe System of Work (including Standard Operating Procedure)

Standard Operating Procedure

Working at Height Standard Operating Procedure Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Working at Height - Ladders Tool Box Talk

Working at Height - Scaffolding Tool Box Talk

Working at Height - Step Ladders Tool Box Talk

Working at Height - Tower Scaffolds Tool Box Talk

Working at Height - Roofs Tool Box Talk

 Working at Height Guidance Note

Ladder Inspection Form

Ladder Inspection Example

Competency Record Form

Competency Record Example

Health Monitoring Form

Health Monitoring Form Example

Health Surveillance Referral Form

Health Surveillance Referral Form Example

Guidance Note

This Guidance Note should be read in conjunction with the Working at Height Policy.

Introduction

There are about 50 deaths and more than 3,500 major injuries each year caused by falls from height. Working at height is defined by the Health and Safety Executive as: 'Work in any place, including a place at or below ground level, or obtaining access to or egress from such a place, while at work, except by a staircase, where, if suitable measures were not taken, a person could fall a distance likely to cause personal injury'. This means that anyone undertaking any work where they could fall is working at height and therefore the risk this poses must be taken into consideration and properly controlled.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Working at Height Policy and the information below should be used as an aide memoire for compliance with the procedure.

Carry out an initial survey to identify any activities that involve working at height and which cannot be carried out other than at height.

Many people routinely carry out work that will be regarded as work at height, such as those who:

- work in construction using scaffold access systems

- work on ladders for short duration activities

- are involved in maintenance and repair

- are involved in putting up or taking down displays

- work near openings in the ground, such as inspections hatches, or by excavations.

Identify each activity where work at height is required and record them on the Working at Height Activities Register.

Please see the "Additional Information" section of your Working at Height Policy or click on the links for a [Working at Height Activities Register](#) and a [Working at Height Activities Register Example](#).

Undertake a detailed risk assessment on all tasks that require working at height.

The following are the specific working at height issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm from working at height

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions for working at height equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective

- look back at your accident and ill health records as these often help to identify the less obvious hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, window cleaners or steeplejacks.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example, a window cleaner falling off a ladder, due to over reaching, could suffer minor sprains, fractures or even death.

Some workers have special requirements and may be at particular risk:

- new and young workers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by your activities.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having identified all working at height situations, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, replacing ladder use with a mobile elevated working platform

- prevent access to the hazard, for example, by removing ladders from scaffold equipment

- organise work to reduce exposure to the hazard. Examples could include: fixing permanent barriers at the edges on roofs, brick guards on scaffolds, the provision of suitable crawling boards for fragile roof areas where access is required

- issue personal protective equipment (PPE), such as clothing, footwear, safety harnesses, hard hats etc.

Improving health and safety need not cost a lot. For instance, pre-use ladder inspections to check for damage is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- ladder slipping if not secured/tied in place - use someone to foot ladder or ladder stabilisers (such as outriggers, stakes, ladder mats etc.)

- people being struck by items falling from scaffold - brick guards and netting fitted to scaffold edge barriers.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to working at height

- considered who might be involved in working at height situations and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

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- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please see the "Additional Information" section of your Working at Height Policy for access to the Online Management Tools - Risk Assessment Register, a Working at Height Risk Assessment Example and the Online Management Tools - To Do List or click on these links.

Ensure that all working at height is properly planned, organised and documented.

Using a scaffold to work above water is an example of where a detailed working at height plan would be required.

The plan must include, but is not necessarily limited to, consideration of the following elements:

- design of the scaffold

- erection and dismantling procedure for the scaffold

- rescue procedures and equipment

- fall arrest or restraint systems

- life saving training

- inspection procedures

- actions to take during inclement weather.

Take account of weather conditions that could endanger health and safety

Weather conditions can increase the hazard of working at height. For example:

- high winds cause difficulty in maintaining balance

- wet weather increases the risk of slipping on scaffold boards

- in very cold weather moisture may freeze on access platforms, increasing the risk of slips.

Procedures must be in place to make access equipment safe following inclement weather or to stop work during inclement weather.

For guidance on How to Write a Safe System of Work (including Standard Operating Procedure), a Standard Operating Procedure and a Working at Height Standard Operating Procedure Example click on these links or see the "Additional Information" section of your Working at Height Policy.

Make sure that all those involved in working at height are trained and competent.

- You must ensure that all staff are trained in the equipment and procedures they are required to undertake.

- Training may include the use of external providers for specialist plant, equipment or services, for example, erecting tower scaffolds or using mobile elevated working platforms.

- All other employees must be informed of the actions and precautions to take when any work at height is in progress.

Please click on the following links or see the "Additional Information" section of your Working at Height Policy for a Working at Height - Ladders Tool Box Talk, a Working at Height - Scaffolding Tool Box Talk, a Working at Height - Step Ladders Tool Box Talk, a Working at Height - Tower Scaffolds Tool Box Talk, a Working at Height - Roofs Tool Box Talk, a Training Needs Analysis Form and a worked Training Needs Analysis Form Example.

Also available through **Mentor*Live*** are MentorLearn in-depth e-Learning modules for employees "Working at height for employees" and for owners/managers " Working at height for business owners and managers".

Ensure appropriate Personal Protective Equipment (PPE) is issued and used.

- For some work at height, specific items of personal protective equipment may be required. For example:
  - during the erection of scaffolds operatives should wear fall restraint harnesses
  - the use of hard hats is required when working in the vicinity of scaffolds

- Where this is required it should be formally issued and signed for and, where appropriate, training should be provided. In addition, suitable storage must be provided to protect the equipment against damage.

Make sure that equipment used for working at height is appropriately inspected.

The following work at height equipment requires statutory, thorough examinations by a competent person:

- mobile elevated working platforms
- cherry pickers
- man cage attachments for forklift trucks and telehandlers.

Other items, such as ladders and scaffold systems, should be regularly inspected by a competent person.

Checks need not be complicated but do require attention to detail. For example, a ladder should have the following items checked:

- styles
- rungs
- ties
- wooden elements, to make sure there is no paint on them
- spikes or foot pads, where fitted
- stabilisers, where fitted.

It is normal practice to include scheduled, post modification and post inclement weather inspections on scaffold structures. This would be within the scope of the contract with any scaffold contractor engaged to design, provide and erect the structure.

Please see the "Additional Information" section of your Working at Height Policy for a [Ladder Inspection Form](#) and a worked [Ladder Inspection Example](#) or click on these links.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Health and Safety Executive (HSE)

National Access and Scaffolding Confederation (NASC)

Prefabricated Access Suppliers' and Manufacturers' Association (PASMA)

Issue 2

05112012

Workplace Welfare

Policy

Introduction

Workplace regulations cover a wide range of basic health, safety and welfare issues and apply to most workplaces. The exceptions are those workplaces involving construction work on construction sites, in or on a ship or below ground at a mine.

The regulations aim to ensure that workplaces meet the health, safety and welfare needs of all members of a workforce, including people with disabilities. All areas of the workplace including, in particular, doors, passageways, stairs, showers, washbasins, lavatories and workstations, should be made accessible for disabled people.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, that we provide and maintain a safe and healthy working environment for our employees, customers and contractors, we promote best practice and high standards in the management of our premises, we meet or exceed the minimum requirements and we comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974

- Management of Health and Safety at Work Regulations 1999

- Workplace (Health, Safety and Welfare) Regulations 1992.

Employer Responsibilities

To ensure that our workplaces meet the health, safety and welfare needs of all employees and any visitors and contractors who may visit our premises, we will:

- protect the health and safety of everyone in our workplaces;

- provide adequate welfare facilities for people at work;

- maintain our workplaces, equipment, devices and systems in an efficient working order and in good repair;

- protect the health of our employees, visitors and contractors by considering; ventilation, working temperatures, lighting, cleanliness and waste materials, room space and the dimensions, workstations and seating that may be within such room space;

- protect the safety of our employees, visitors and contractors by considering; maintenance, floors and traffic routes, access and egress, falls and falling objects, doors, gates, walls and windows and any escalators and moving walkways;

- protect the welfare of our employees, visitors and contractors by considering; sanitary conveniences and washing facilities, drinking water, accommodation for clothing, any facilities for changing and rest facilities; and

- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- prepare an inventory of all workplaces within the business;

- determine the necessary frequency of maintenance work and inspections through a risk assessment process;

- provide adequate information, instruction and training for the employees who are to undertake inspections;

- undertake visual inspections of our workplaces, equipment, devices and systems at sufficient frequency to mitigate the impact of any shortcomings on the health, safety and welfare of our employees, visitors and contractors;

- identify and report any defects identified in our workplaces, equipment, devices and systems that could have a detrimental effect on the health, safety and welfare of our employees, visitors and contractors;

- ensure that a system of planned preventative maintenance (PPM) is put into place for items that require it, such as; emergency lighting, fencing, fixed equipment used for window cleaning, anchorage points for safety harnesses, devices to limit the opening of windows, powered doors, escalators and moving walkways etc;

- ensure that maintenance is undertaken by competent persons and that written records are maintained; and

- ensure that every workplace, and the furniture, furnishings and fittings within it, are kept sufficiently clean.

Additional Information

Workplace Register

Workplace Register Example

Workplace Risk Assessment Form

Workplace Risk Assessment Example

Good Housekeeping Tool Box Talk

Universal Inspection Form

Universal Inspection Form Example

Defect Report Form

Defect Report Example

Cleaning Schedule

Cleaning Schedule Example

Maintenance Schedule Form

Maintenance Schedule Example

Online Management Tools - To Do List

How to Choose a Competent Contractor

Approved Contractor List

Approved Contractor List Example

Guidance Note

This Guidance Note should be read in conjunction with the Workplace Welfare Policy.

Introduction

Workplace regulations cover a wide range of basic health, safety and welfare issues and apply to most workplaces. The exceptions are those workplaces involving construction work on construction sites, in or on a ship or below ground at a mine.

The regulations aim to ensure that workplaces meet the health, safety and welfare needs of all members of a workforce, including people with disabilities. All areas of the workplace including, in particular, doors, passageways, stairs, showers, washbasins, lavatories and workstations, should be made accessible for disabled people.

Procedural Steps

The text in **_bold italics_** is the steps taken directly from the Workplace Welfare Policy and the information below should be used as an aide memoire for compliance with the procedure.

Prepare an inventory of all workplaces within the business.

Undertake a thorough review of the premises under your control and, where necessary, divide it into separate areas. For example, a manufacturing company is likely to have distinct workplace environments such as administration offices and the shop floor which will pose different levels of risk. A breakdown list might be:

- administration offices, purchasing, sales, accounts etc

- metal fabrication shop

- spray shop

- assembly shop

- warehouse.

Please see the "Additional Information" section of your Workplace Welfare Policy or click on these links for access to a Workplace Register and a worked Workplace Register Example.

Determine the necessary frequency of maintenance work and inspections through a risk assessment process.

The following are the specific workplace welfare issues to be considered for each of the steps of a detailed risk assessment.

Step 1 Identify the hazards

First, you need to work out how people could be harmed. When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- walk around your workplace and look at what could reasonably be expected to cause harm

- ask your employees or their representatives what they think. They may have noticed things that are not immediately obvious to you

- check manufacturers' instructions or data sheets for chemicals and equipment as they can be very helpful in identifying hazards relating to the workplace and putting them in their true perspective

- look back at your accident and near miss records as these often help to identify the less obvious hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed: it will help you identify the best way of managing the risk. This doesn't mean listing everyone by name, but rather identifying groups of people, for example, people working in the warehouse, maintenance staff for passenger lifts, visitors or pedestrians.

In each case, identify how they might be harmed, that is, what type of injury might occur. For example, a loose stair nosing could cause people to slip and fall, resulting in minor sprains to fractured limbs.

Some workers have special requirements and may be at particular risk:

- new and expectant mothers

- young workers

- people with disabilities.

Extra thought will be needed for some hazards:

- cleaners, visitors, contractors, maintenance workers etc who may not be in the workplace all the time

- members of the public, if they could be hurt by your activities or a lack of maintenance of the workplace.

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff. Talk to them and ask your staff if they can think of anyone you may have missed.

Step 3 Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you're already doing, think about what controls you have in place and how the work is organised. Then, compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- can I get rid of the hazard altogether?

- if I can't, can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option, for example, slip resistant coatings for walkways, stairs etc that are regularly exposed to water

- prevent access to the hazard, for example, establish entry requirements for authorised persons such as the electricians who are the only people permitted into the switchgear room

- organise work to reduce exposure to the hazard, for example, service equipment regularly to prevent faults occurring, provide hand-washing facilities on the shop floor to remove oil and grease or increase ventilation on the shop floor to reduce dust levels

- issue personal protective equipment (PPM), such as high visibility clothing, footwear etc.

Improving health and safety need not cost a lot. For instance, cleaning windows with a hose and brush on a fixed pole rather than a ladder and bucket arrangement is a low-cost precaution, considering the risks. Failure to take simple precautions can cost you a lot more if an accident does happen.

Involve staff, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

Step 4 Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people and your business.

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. If you have fewer than five employees you do not have to write anything down, though it is useful if you do so that you can review it at a later date if, for example, something changes.

When writing down your results, keep it simple, for example:

- slips, trips and falls caused by low light levels due to faulty units - all lighting units visually inspected weekly, recorded inspections carried out monthly and serviced or maintained by competent electrician

- slips, trips and falls caused by loose stair nosing - stairs visually inspected at weekly intervals, recorded inspections carried out monthly, all repairs carried out by competent contractor.

It is not expected that a risk assessment will be perfect, but it must be suitable and sufficient. You need to be able to show that you have:

- identified all the potential hazards relating to the workplace

- considered who might be working or frequenting each workplace and the harm that they might come to

- introduced control measures to manage all the significant hazards

- demonstrated that the precautions are reasonable, and the remaining risk is low

- involved your staff or their representatives in the process.

If you have identified quite a lot of control measures that you could implement, don't try to do everything at once. Make an action plan to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- a few temporary improvements that can be done quickly, perhaps as an interim solution, until more reliable controls can be put in place

- long-term solutions to those risks most likely to cause accidents or ill health

- long-term solutions to those risks with the worst potential consequences

- arrangements for training employees on the main risks that remain and how they are to be controlled

- regular checks to make sure that the control measures stay in place

- clear responsibilities - who will lead on what action, and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 Review your risk assessment and update if necessary

When you are running a business it's all too easy to forget about reviewing your risk assessment until something has gone wrong and it's too late. Why not set a review date for this risk assessment now? Write it down or enter it onto the Online Management Tools - To Do List.

Few situations stay the same. It makes sense, therefore, to review what you are doing on an ongoing basis. Risk assessments should be reviewed at least annually and more often if there have been any changes to the premises, tasks, people, procedures or equipment.

Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learned anything from accidents or near misses? Make sure your risk assessment stays up to date.

Please click on these links or see the "Additional Information" section of your Workplace Welfare Policy for access to a Workplace Risk Assessment Form, a Workplace Risk Assessment Example and the Online Management Tools - To Do List.

Provide adequate information, instruction and training for the employees who are to undertake inspections.

- You must ensure that all staff who will be involved in inspections are trained in what to look for, and where, and the necessary records to keep.

For a Training Needs Analysis Form, a worked Training Needs Analysis Form Example and a Good Housekeeping Tool Box Talk please see the "Additional Information" section of your Workplace Welfare Policy or click on the links.

Undertake visual inspections of our workplaces, equipment, devices and systems at sufficient frequency to mitigate the impact of any shortcomings on the health, safety and welfare of our employees, visitors and contractors.

- Damage to a floor covering, such as carpet, may not pose a health hazard if the damage is located away from a traffic route, but an inoperable fire door would.

- The frequency and type of inspections necessary for each workplace will have been determined by the risk assessment process.

Please click on the following links or see the "Additional Information" section of your Workplace Welfare Policy for access to a Universal Inspection Form and a worked Universal Inspection Form Example.

Identify and report any defects identified in our workplaces, equipment, devices and systems that could have a detrimental effect on the health, safety and welfare of our employees, visitors and contractors.

- If, during the inspection process, a fault is identified, it should be recorded and forwarded to the person responsible for the workplace.

- The defect should be rectified by a competent person. In some cases, this may require the assistance of a contractor such as an electrician or Gas Safe registered engineer etc.

For access to a Defect Report Form, a worked Defect Report Form Example, guidance on How to Choose a Competent Contractor, an Approved Contractor List and an Approved Contractor List Example please see the "Additional Information" section of your Workplace Welfare Policy or click on these links.

Ensure that a system of planned preventative maintenance (PPM) is put into place for items that require it, such as; emergency lighting, fencing, fixed equipment used for window cleaning, anchorage points for safety harnesses, devices to limit the opening of windows, powered doors, escalators and moving walkways etc.

- The following are examples of required items, with their respective PPM frequency, maintenance type and competence requirement:

  o the electrical installation should be checked, in accordance with BS 7671, at least every five years or more frequently should your insurer require it, by a competent electrician registered with the National Inspection Council for Electrical Installation Contracting (NICEIC)

  o any gas installation must be annually inspected by a competent engineer such as a Gas Safe registered individual or company

  o emergency lighting should be maintained and tested on a regular basis. For example, battery back up units should be subjected to a full discharge test at least annually, or more frequently, in accordance with the manufacturer's instructions

  o water systems may require regular checks to verify that risks from waterborne organisms are controlled

  o powered doors should be serviced quarterly. If they are an emergency exit they should be checked weekly, at the same time as the weekly fire alarm tests

  o window cleaning anchorage points should be load tested to BS EN 365 standard, at least annually or every three months in an arduous environment, such as sea fronted buildings where the corrosion potential is greater.

Please see the "Additional Information" section of your Workplace Welfare Policy or click on this link for the Online Management Tools - To Do List.

Ensure that maintenance is undertaken by competent persons and that written records are maintained.

- All contractors or employees who are required to carry out maintenance and repairs must be competent to do so and provided with the necessary authorisation.

- Any maintenance or servicing of equipment, fixtures or fittings should be recorded.

Please see the "Additional Information" section of your Workplace Welfare Policy or click on these links for a Defect Report Form, a worked Defect Report Form Example , guidance on How to Choose a Competent Contractor, an Approved Contractor List and an Approved Contractor List Example.

Ensure that every workplace, and the furniture, furnishings and fittings within it, are kept sufficiently clean.

- Floors and indoor traffic routes should be cleaned at least weekly. In factories or other workplaces, where dirt and refuse accumulates, any refuse that is not in suitable containers should be removed at least daily.

- Cleaning frequencies and methods must be matched to the level of contamination present, and likely to accumulate, and the risk to health from that contamination.

Sources of Further Information

NatWest Mentor 24/7 Advice Line on 0800 634 7000 Option 2

Gas Safe Register

Health and Safety Executive (HSE)

Issue 2

05112012

<u>RECORDS OF CHANGE</u>

Explanation

The following pages contain tables which detail the changes that have been made by NatWest Mentor to this management system.

Changes to System Contents:

The first table details any additions or removals of topics from the system under the relevant quadrant. For example the addition of the Permit to Work topic under Management and Legal, the reason and the date of the change.

Changes to Initial Sections:

This table details the changes to the Introduction, Health and Safety Policy Statement and the Organisation and Responsibilities sections.

Changes to Topics:

The following tables are also split up into the same order as the management system itself to assist with finding the necessary information on the changes. These can be anything from forms added, forms replaced with hyperlinks to provide quick navigation to the actual forms on the NatWest **Mentor*Live*** website, corrections in the text to amendments required due to legislative changes.

It is anticipated that only the last three changes per topic policy or guidance note will be detailed. If a more complete list is required, a copy of all previous changes will be held separately to the management system by the Trust.

Changes to System Contents

Quadrant	Topic Added or Removed	Date
Management and Legal		
People	Volunteer Workers Topic Added	7/12/18
	Security and Visitors Topic Added	25/11/19
Equipment and Materials		
Workplace and Environment		

Changes to Initial Sections

Topic	Change undertaken	Issue	Date
Introduction	"Mentor Services" replaced with "NatWest Mentor"	2	05/11/12
Health and Safety Policy Statement	Current		
Organisation and Responsibilities	Technical Enhancement	2	05/11/12
	Minor wording change under section Responsible Persons	3	28/10/13
- Day to Day Responsibility	Damien Diomede and Shane O'Neill, H&S Co-ordinators added		07/12/18
- Day to Day Responsibility	Minor wording change to: Shane O'Neill and James Fenlon, Regional Facilities Managers and Damian Diomede.		01/02/19
- Health and Safety Advisor	Changed to: James Fenlon, Damian Diomede and Shane O'Neill		01/02/19
- Facilities Teams	Section added	4	25/11/19
Throughout	References to James Fenlon as Head of Estates and H&S inserted	8	14/03/2022
Throughout	References to Jon Painter as H&S Officer inserted	8	14/03/2022

Management and Legal

Topic Section	Details of Change	Issue	Date
Accidents, Incidents and Near Misses			
Policy	RIDDOR changes incorporated	2	14/05/12
Policy	Technical Enhancement	3	05/11/12
Policy	RIDDOR 2013 changes incorporated	4	07/10/13
Policy	Corrections to text	5	28/10/13
Guidance Note	Technical Enhancement	2	27/11/11
Guidance Note	RIDDOR changes incorporated	3	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to Guides and Toolkits added. Wording altered to accommodate hyperlink text	4	05/11/12
Guidance Note	RIDDOR 2013 changes incorporated	5	07/10/13
Guidance Note	Corrections to text and hyperlink address	6	28/10/13
Guidance Note	Corrections to text	7	04/03/14
Communication and Consultation			
Policy	Reference to non English speaking employees added to procedure	2	17/05/13
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Guidance Note	Reference to non English speaking employees added to procedural steps	3	17/05/13
Competence and Training			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Contractors			
Policy	Technical Enhancement	2	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text	2	05/11/12
Policy	Change to legislation date	3	27/03/15
Document Control			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Emergency Procedures			
Policy	Link to Gas Safety Poster added	2	01/05/13
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Guidance Note	Procedural Step amended to accommodate Gas Safety Poster.	3	01/05/13
Performance Monitoring			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Risk Assessment			
Policy	Add Toolbox Talk	2	28/06/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Safety Signs			

Topic Section	Details of Change	Issue	Date
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12

People

Topic	Details of Change	Issue	Date
Section			
Alcohol, Drugs and Substance Misuse			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Disabled Workers			
Policy	Technical Enhancement	2	14/05/12
Guidance Note	Technical Enhancement	2	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	3	05/11/12
Driving at Work			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Guidance Note	Added reference to Driving Standards Agency Safe Driving for Life website	3	10/07/13
First Aid			
Policy	Technical Enhancement.	2	14/05/12
Policy	Reference to amendment of First Aid at Work Regulations and RIDDOR 1995 changed to RIDDOR 2013.	3	07/10/13
Guidance Note	Technical Enhancement.	2	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	3	05/11/12
Guidance Note	Advice on assessing training organisations added.	4	07/10/13
Lone Working			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
New and Expectant Mothers			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Security and Visitors			
Policy	Topic policy added	1	25/11/19
Guidance Note	Topic Guidance Note added	1	25/11/19
Trainees and Work Experience			
Policy	RIDDOR 2013 changes incorporated	2	28/10/13
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Violence and Aggression			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Volunteer Workers			
Policy	Technical Enhancement	2	14/05/12
Guidance Note	Technical Enhancement	2	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	3	05/11/12

Topic Section	Details of Change	Issue	Date

Equipment and Materials

Topic Section	Details of Change	Issue	Date
Asbestos			
Policy	Various changes to accommodate Control of Asbestos at Work Regulations 2012	2	28/06/12
Guidance Note	Various changes to accommodate Control of Asbestos at Work Regulations 2012	2	28/06/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text	3	05/11/12
Clinical Waste			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Control of Substances Hazardous to Health			
Policy	Replace references to Health Surveillance Guidance Note with Health Surveillance Information Sheet.	2	14/05/12
Policy	Add reference to Regulation (EC) No. 1272/2008 Classification, Labelling, Packaging	3	17/05/13
Guidance Note	Replace references to Health Surveillance Guidance Note with Health Surveillance Information Sheet.	2	14/05/12
Guidance Note	Technical Enhancement	3	05/11/12
Guidance Note	Add reference to REACH and CLP Helpdesk in Further Information section	4	17/05/13
Dangerous Substances and Explosive Atmospheres			
Policy	Add reference to Regulation (EC) No. 1272/2008 Classification, Labelling, Packaging	2	17/05/13
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Guidance Note	Add reference to REACH and CLP Helpdesk in Further Information section	3	17/05/13
Electrical Installations and Fixed Equipment			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Infection Control			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Lifting Equipment			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Manual Handling			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Personal Protective Equipment			

Topic Section	Details of Change	Issue	Date
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Portable Electrical Appliances			
Guidance Note	References to IEE replaced with IET due to Institution name change. Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Pressure Systems			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Work Equipment			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12

Workplace and Environment

Topic Section	Details of Change	Issue	Date
Building Maintenance			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Guidance Note	Word "Policy" added at top of section .	3	07/10/13
Display Screen Equipment			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Fire Safety			
Policy	Technical Enhancement and add references to Smoke Free Policy Template and Smoke Free Policy Example	2	14/05/12
Policy	Hyperlinks to Fire Inspection Schedule and Universal Inspection Form added.	3	17/05/13
Policy	Hyperlink added to replace text "Approved Contractor List Form Example"	4	06/06/12
Guidance Note	Technical Enhancement and add references to Smoke Free Policy Template and Smoke Free Policy Example	2	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text	3	05/11/12
Guidance Note	Procedural step amended to accommodate Fire Inspection Schedule and Universal Inspection Form.	4	17/05/13
Guidance Note	Procedural step on "Adopt a smoke free policy" amended to accommodate "smoking cessation devices "	5	07/10/13
Legionella			
Policy	Procedure wording changed to require a competent contractor be appointed to undertake Legionella risk assessment and some un-necessary forms removed.	2	14/05/12
Guidance Note	Procedure wording changed to require a competent contractor be appointed to undertake Legionella risk assessment and some un-necessary forms removed.	2	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	3	05/11/12
Noise at Work			
Policy	Technical Enhancement	2	14/05/12
Guidance Note	References to Hearing Protection Guidance Note removed	2	14/05/12
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text and Reference to Institute of Acoustics added to the Further Information section.	3	05/11/12
Radiation - Ionising			
Policy	Technical Enhancement	2	14/05/12
Guidance Note	Technical Enhancement	2	14/05/12
Guidance Note	Technical Enhancement and Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	3	05/11/12
Radiation - Non Ionising			
Policy	Technical Enhancements	2	14/05/12
Guidance Note	Technical Enhancements	2	14/05/12
Guidance Note	Technical Enhancements and Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	3	05/11/12
Slips, Trips and Falls			

Topic Section	Details of Change	Issue	Date
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Guidance Note	Reference made to HSL's GRIP scheme.	3	27/03/15
Stress			
Policy	Health surveillance forms added to additional information area.	2	14/05/12
Guidance Note	Reference to Stress tool box talk removed and Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text	2	05/11/12
Working at Height			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
Workplace Welfare			
Guidance Note	Technical Enhancement and Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12