HEALTH AND SAFETY MANAGEMENT SYSTEM

MOLENDINAR PARK HOUSING ASSOCIATION

Prepared by the

Mentor

HEALTH AND SAFETY SERVICE

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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 Organisation.

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 RBS 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. RBS 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 Organisation.

Issue 2

05112012

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HEALTH AND SAFETY POLICY STATEMENT

Molendinar Park Housing Association aims to ensure, so far as is reasonably practicable, the health, safety and welfare of our 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 Organisation, 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 Organisation subscribes;
- setting and monitoring of health and safety objectives for the Organisation;
- effective communication of and consultation on health and safety matters throughout the Organisation;
- assessing the risks to the safety and health of our 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 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 Organisation;
- 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: _____
Name: Ms Julie Smillie Position: Director

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ORGANISATION AND RESPONSIBILITIES

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General Responsibilities

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

- Ms Julie Smillie, Director

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

- Managers

Responsible Persons

It is important that health and safety standards are maintained and improved. Where necessary specific roles within the Organisation 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.

These Responsible Persons will also be required to monitor their areas of control as well as the performance and activities of all persons under their control to ensure that acceptable standards are maintained. They will ensure:

- The objectives and guidance outlined within our health and safety management system is fully understood and observed by persons under their control;
- Responsibilities for health and safety are clearly defined and allocated/delegated to the appropriate levels within their areas of responsibility;
- The health and safety policy statement will be brought to the attention of all employees under their control, making them aware of all hazards and the means of controlling those hazards;
- Any changes to the health and safety policy or our arrangements are brought to the attention of all persons under their control;
- That no items of machinery, equipment or substances are used unless the hazards associated with them have been identified, risk assessed and effective controls put into place.

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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 Organisation'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.

Health and Safety Assistance:

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

Issue 3

28102013

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MANAGEMENT AND LEGAL

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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 2016/17, according to the Health and Safety Executive (HSE), there were 137 fatalities, 175,000 injuries with over 7-days absence and an estimated 1.3 million people who worked reported suffering from a work-related illness, of which 516, 000 were new cases which started in the year. 84% of the new work-related conditions in 2016/17 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;

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- 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.

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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 6

01032019

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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 2016/17, according to the Health and Safety Executive (HSE), there were 137 fatalities, over 70,000 major injuries or over 7-days absence and the Labour Force Survey estimated 1.3 million people who worked reported suffering from a work-related illness, of which 516,000 were new cases which started in the year. 84% of the new work-related conditions in 2016/17 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.

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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 RBS 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.

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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.

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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 Organisation'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

RBS 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 8

01032019

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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;

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- 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.

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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

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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.

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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.

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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:
    - 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;
    - 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);
    - 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
    - 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:
    - reasonable time off normal duties, with pay, to fulfil the role;
    - access to relevant information on health and safety issues in the workplace; and
    - reasonable time off normal duties, with pay, to attend health and safety training.
- They must be able to:
    - investigate hazards and risks in the workplace;
    - investigate relevant complaints;
    - investigate accidents;
    - carry out workplace inspections;
    - represent employees in health and safety meetings; and

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- represent employees in meetings with enforcement officers.

- They may also have:
  - access to a telephone and quiet area for private conversations in their capacity as Safety Representatives;
  - a lockable cabinet or desk for paperwork, records or reference material, and a photocopier;
  - intranet and internet facilities, if available;
  - a notice board to circulate information to the employees they represent; and
  - 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:
  - 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;
  - representing the employees in consultations with enforcement officers;
  - reasonable time off normal duties, with pay, to attend health and safety training. The employer is to pay for this training; and
  - 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:
  - who will attend;
  - where the meetings will be held;
  - the frequency of the meetings;
  - who will chair the meetings;
  - who will take the minutes and circulate them; and
  - 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.

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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

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

Health and Safety Executive (HSE)

Relevant trade unions

Issue 3

17052013

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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.

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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.

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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

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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.

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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.

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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

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

Health and Safety Executive (HSE)

Issue 2

05112012

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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.

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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

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

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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.

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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.

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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

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

Health and Safety Executive (HSE)

Issue 2

05112012

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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.

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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

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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.

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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.

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Sources of Further Information

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

British Standards Institute (BSI)

Issue 2

05112012

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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
- The Control of Major Accident Hazards Regulations (COMAH) 2015

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.

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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 3

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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.

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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 high-rise buildings, local residents or service users.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur, for example, the release of toxic gases causing asphyxiation.

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

- employees 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.

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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.

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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.

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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

RBS 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)

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Issue 3

17052013

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Landlord and Tenants Responsibilities

Policy

Introduction

There are different landlord and tenant obligations under residential and commercial tenancies.

In the case of residential tenancies the landlord generally carries a greater burden of responsibility for the safety of tenants. Landlords of domestic properties with tenancy agreements of less than seven years have responsibilities under the Landlord and Tenant Act 1985. Domestic landlords must also comply with the Gas Safety (Installation and Use) Regulations 1998. Additional duties are placed on the landlord of a property where tenants share facilities: such property is classed as a House in Multiple Occupation (HMO). If the property is of three or more storeys and is occupied by five or more people who form more than one household, a mandatory licence is needed from the local council. You should contact your local council for further information on HMO licensing.

Commercial tenancies often place the responsibility for safety firmly on the tenant, especially in the case of a full repairing and insuring (FRI) lease. Under a FRI, the costs of all maintenance, repairs and insurance are borne by the tenant, although the insurance is taken out by the landlord and recovered by an insurance rent. In the case of a multi-let building, the landlord will carry out repairs to the common parts: the cost of these repairs is usually recovered through a service charge. Commercial tenants who are employers must comply with health and safety legislation to provide and maintain a safe place of work, with adequate welfare facilities and safe ingress and egress, for their employees.

The Regulatory Reform (Fire Safety) Order 2005 (FSO) came into effect in October 2006 and applies to landlords and tenants of all non-domestic premises, including the common parts of blocks of flats and houses in multiple occupation (HMO), in England and Wales. The law applies if you are:

- responsible for business premises
- an employer or self-employed with business premises
- responsible for a part of a dwelling where that part is solely used for business purposes
- a charity or voluntary organisation
- a contractor with a degree of control over any premises
- providing accommodation for paying guests.

Under the FSO, the responsible person must carry out a fire risk assessment and implement and maintain a fire management plan.

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Policy - Statement of Intent

The aim of this policy is to ensure, as far as is reasonably practicable, the health, safety and welfare of tenants, 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
- Regulatory Reform (Fire and Safety) Order 2005
- Fire (Scotland) Act 2005
- Electricity at Work Regulations 1989
- Gas Safety (Management) Regulations 1996
- Furniture and Furnishings (Fire) (Safety) Regulations 1988.

Note: environmental legislation is also applicable to landlords and tenants.

Employer Responsibilities

To ensure that the premises provide a safe environment for tenants, we will:

- maintain the property in a state that is safe and fit for use;
- carry out repairs in accordance with the Landlord and Tenant Act (unless a fixed term tenancy agreement of more than seven years is in place);
- comply with the Gas Safety (Installation and Use) Regulations 1998;
- ensure that the electrical system and any electrical appliances supplied are safe to use;
- obtain an HMO licence, where appropriate;
- carry out a fire risk assessment and implement and maintain a fire management plan, where appropriate;
- ensure that any furniture and furnishings supplied meet the fire resistance requirements of the Furniture and Furnishings (Fire) (Safety) Regulations 1988;
- 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:

- carry out regular inspections of the property (see Building Maintenance) and make any repairs to maintain the property in a state that is safe and fit for use;
- ensure that all gas appliances are maintained in good order and that an annual gas safety check is carried out by a Gas Safe registered Contractor;
- ensure that a competent contractor carries out a Periodic Inspection Report on the electrical installation every five years or at more frequent intervals, if specified by the insurer;

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- ensure all electrical equipment supplied is inspected and maintained in accordance with HSE guidance;
- ensure all conditions of the HMO licence, where appropriate, are complied with;
- ensure that a fire risk assessment is undertaken (see Fire Safety Policy); and
- provide furniture and furnishings that meet the current fire resistance requirements.

Additional Information

Landlords Duties Information Sheet

Landlord Inspection Form

Landlord Inspection Form Example

Building Repairs Record Form

Building Repairs Record Example

Gas Equipment Register

Gas Safety Poster

Gas Equipment Register Example

Landlord and Tenants Responsibilities Guidance Note

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

Issue 4

17052013

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Guidance Note

This Guidance Note should be read in conjunction with the Landlord and Tenants Responsibilities Policy.

Introduction

There are different landlord and tenant obligations under residential and commercial tenancies.

In the case of residential tenancies the landlord generally carries a greater burden of responsibility for the safety of tenants. Landlords of domestic properties with tenancy agreements of less than seven years have responsibilities under the Landlord and Tenant Act 1985. Domestic landlords must also comply with the Gas Safety (Installation and Use) Regulations 1998. Additional duties are placed on the landlord of a property where tenants share facilities: such property is classed as a House in Multiple Occupation (HMO). If the property is of three or more storeys and is occupied by five or more people who form more than one household, a mandatory licence is needed from the local council. You should contact your local council for further information on HMO licensing.

Commercial tenancies often place the responsibility for safety firmly on the tenant, especially in the case of a full repairing and insuring (FRI) lease. Under a FRI, the costs of all maintenance, repairs and insurance are borne by the tenant, although the insurance is taken out by the landlord and recovered by an insurance rent. In the case of a multi-let building, the landlord will carry out repairs to the common parts: the cost of these repairs is usually recovered through a service charge. Commercial tenants who are employers must comply with health and safety legislation to provide and maintain a safe place of work, with adequate welfare facilities and safe ingress and egress, for their employees.

The Regulatory Reform (Fire Safety) Order 2005 (FSO) came into effect in October 2006 and applies to landlords and tenants of all non-domestic premises, including the common parts of blocks of flats and houses in multiple occupation (HMO), in England and Wales. The law applies if you are:

- responsible for business premises
- an employer or self-employed with business premises
- responsible for a part of a dwelling where that part is solely used for business purposes
- a charity or voluntary organisation
- a contractor with a degree of control over any premises
- providing accommodation for paying guests.

Under the FSO, the responsible person must carry out a fire risk assessment and implement and maintain a fire management plan.

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Procedural Steps

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

Carry out regular inspections of the property (see Building Maintenance) and make any repairs to maintain the property in a state that is safe and fit for use.

- Create a schedule for regular inspections of each property for which you are responsible. The use of the Online Management Tools - To Do List may be helpful here
- Carry out regular inspections recording any defects or faults using the Landlord Inspection Form
- Where defects are observed within the property arrange for appropriate repairs and maintenance in a timely manner using a competent contractor.

Click here for the Online Management Tools - To Do List, a Landlord Inspection Form, a Landlord Inspection Form Example, a Building Repairs Record Form, a Building Repairs Record Example and a Landlords Duties Information Sheet. All of these are also available through the "Additional Information" section of your Landlord and Tenants Responsibilities Policy.

Ensure that all gas appliances are maintained in good order and that an annual gas safety check is carried out by a Gas Safe registered contractor.

- Any gas installation must be annually inspected by a competent engineer such as a Gas Safe registered individual or company. The use of the Online Management Tools - To Do List may be helpful here for providing reminders when inspections are due
- All records created following a safety check must be held on file.
- You must make your tenants and any relevant employees aware of the location of the emergency shut-off valve.

Click on the following links for the Online Management Tools - To Do List, a Gas Equipment Register, a Gas Safety Poster and an Approved Contractor List. Click on these links for the worked examples, Gas Equipment Register Example and Approved Contractor List Example. You can access all these through the "Additional Information" section of your Landlord and Tenants Responsibilities Policy.

Ensure that a competent contractor carries out a Periodic Inspection Report on the electrical installation every five years or at more frequent intervals, if specified by the insurer.

- Any electrical installation should be periodically inspected by a competent contractor. The insurance policy may stipulate the frequency of inspections and you must comply with the requirements of the policy. Where the policy does not state the frequency then you should comply with the advice in BS 7671 (The IET Wiring Regulations), 18th edition
- The use of the Online Management Tools - To Do List may be helpful here for providing reminders when inspections are due.

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Please see the "Additional Information" section of your Landlord and Tenants Responsibilities Policy or click on this link for the Online Management Tools - To Do List.

Ensure all electrical equipment supplied is inspected and maintained in accordance with HSE guidance.

- Any electrical appliances should be periodically inspected and tested by a competent contractor. The insurance policy may stipulate the frequency and type of inspections and tests and you must comply with the requirements of the policy. Where the policy does not state the type and frequency then it is advisable to undertake inspections annually
- The use of the Online Management Tools - To Do List may be helpful here for providing reminders when inspections are due.

Please see the "Additional Information" section of your Landlord and Tenants Responsibilities Policy or click on this link for the Online Management Tools - To Do List.

Ensure all conditions of the HMO licence, where appropriate, are complied with.

- Local authorities will issue licences to landlords to permit the use of premises for multi-occupancy purposes
- The local authority will stipulate the conditions under which a premise may be used for multi-occupancy within the licence.

Ensure that a fire risk assessment is undertaken (see Fire Safety Policy).

The following are the specific landlord and tenants responsibilities issues to be considered for each of the steps of a detailed fire 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?
    - Think about heaters, lighting, naked flames, electrical equipment, hot processes such as cooking, 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?
    - 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 tenants, employees or their representatives what they think. They may have noticed fire risks that are not immediately obvious to you

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- 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, tenants, employees, visitors, residents and including those at particular risk, such as, people who may be asleep and the elderly.

Some individuals have special requirements and may also be at particular risk:

- babies and young people
- 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 property all the time
- members of the public, if they could be harmed by a fire in or around the property.

If you share your property, 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 employees and tenants 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.

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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.

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, 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.

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.

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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 as low as possible
- involved your staff, tenants, 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.

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Please see the "Additional Information" section of your Landlord and Tenants Responsibilities Policy or click on these links for the Online Management Tools - To Do List, a Fire Risk Assessment Form Small Premises, a Fire Risk Assessment Form Large Premises and the worked examples Fire Risk Assessment Small Premises Example and Fire Risk Assessment Large Premises Example.

Provide furniture and furnishings that meet the current fire resistance requirements.

- When supplying furniture to a property ensure that it is correctly labelled, indicating that it has the appropriate approvals.

Please see the "Additional Information" section of your Landlord and Tenants Responsibilities Policy or click on the link for the Online Management Tools - To Do List.

Sources of Further Information

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

Gas Safe Register

Health and Safety Executive (HSE)

Issue 5

01032019

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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.

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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

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Guidance Note

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

Introduction

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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.

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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:

$$\frac{\text{Number of reportable injuries in a given time period (for example, 12 months)}}{\text{Average number of employees during that time period}} \times 100{,}000$$

For example:

$$\frac{\text{2 reportable injuries}}{\text{50 employees}} \times 100{,}000 = \mathbf{4{,}000}$$

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

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- easy to measure. Clear and concise indicators generally achieve better results, for example, are employees wearing hearing protection or are all machines suitably guarded?
- 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
- 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:
  - documentation; reviewing policies, procedures, risk assessments, training records, inspections etc.
  - interviews with staff to check knowledge and awareness and also to establish implementation of policies and procedures
  - observation of staff in the working environment to check that policies and procedures are being followed.

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- 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

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

Health and Safety Executive (HSE)

Issue 2

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05112012

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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, 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 Organisation, 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.

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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

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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 has been provided with suitable training in basic risk assessment techniques;
- Training may include the use of external providers such as RBS 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".

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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
    - 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, people working in the storeroom or passers-by.

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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:

- 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, 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.

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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.

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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

RBS 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 2

05112012

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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.

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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

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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.

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- 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

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

British Standards Institute (BSI)

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Issue 2

05112012

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PEOPLE

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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;

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- 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

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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.

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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. 7% of adults in England regularly drink over the Chief Medical Officer's low-risk guidelines, and 2.5 million people report drinking over 14 units on their heaviest drinking days. In 2015/16, around 1 in 12 (8.4 per cent) adults aged 16 to 59 had taken an illicit drug in the last year. This equates to around 2.7 million people.

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.

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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.

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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.

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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 RBS 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

RBS 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 3

01032019

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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.

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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

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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

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- 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;

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- 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.

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

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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

RBS 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

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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 10 fatalities and 150 serious injuries every week of the year based on 2016 statistics. 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;

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- 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

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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

Issue 2

01032019

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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 10 fatalities and 150 serious injuries every week of the year based on 2016 statistics. 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.

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Please click on these links for a Driving Activities Register and a Driving Activities Register Example 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);

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  - 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?

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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:

  - P = Petrol (or Diesel)
  - O = Oil
  - W = Water
  - E = Electrics
  - 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;

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- 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

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- 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.

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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) 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 RBS Mentor Online Management Tools - Incident and Accident Recording Toolkit.

Sources of Further Information

RBS 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 4

01032019

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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.

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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

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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.

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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.

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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.

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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)

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- 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

RBS 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

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Homeworking

Policy

Introduction

Homeworkers are defined as those people who are employed to work at, or from, home. Health and safety legislation applies to homeworkers as well as to employees working at an employer's workplace.

Consequently, there is a duty to undertake a risk assessment in respect of working activities and arrangements pertaining to homeworkers. The effect on other members of the household, particularly children, will also need to be considered.

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 engaged in homeworking 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
- Display Screen Equipment Regulations 1992
- Manual Handling Operations Regulations 1992
- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended)
- Provision and Use of Work Equipment Regulations 1998.

Employer Responsibilities

To ensure that all homeworking activities are undertaken safely and that safe systems of work are clearly understood throughout the company, we will:

- identify all homeworking activities where there is a risk of injury;
- 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.

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Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all homeworking activities undertaken by our employees;
- complete a detailed assessment of each homeworking activity if the risk cannot be avoided;
- provide employees with sufficient information, instruction and training to ensure their health and safety whilst undertaking homeworking activities;
- ensure appropriate health checks are made on the individuals performing homeworking tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions; and
- periodically assess accident records and sickness absence records to identify any trends and ensure that serious injuries are appropriately reported.

Additional Information

Homeworking Activities Register

Homeworking Activities Register Example

Homeworking Activities Guidance Note

Online Management Tools - Risk Assessment Register - Activity

Online Management Tools - To Do List

Homeworking Activities Risk Assessment Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Homeworking Activities Tool Box Talk

Health Monitoring Form Example

Online Management Tools - Incident and Accident Recording Toolkit

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Guidance Note

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

Introduction

Homeworkers are defined as those people who are employed to work at, or from, home. Health and safety legislation applies to homeworkers as well as to employees working at an employer's workplace.

Consequently, there is a duty to undertake a risk assessment in respect of working activities and arrangements pertaining to homeworkers. The effect on other members of the household, particularly children, will also need to be considered.

Procedural Steps

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

Identify all home working activities undertaken by our employees.

- Many people routinely work at home, using computer technology or in light assembly work using small items of equipment, for example, soldering irons, screwdrivers etc.

Please see the "Additional Information" section of your Homeworking Policy for access to the Homeworking Activities Register and a Homeworking Activities Register Example or click on these links.

Complete a detailed assessment of each homeworking activity if the risk cannot be avoided.

The following are the specific homeworking 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 people work from, or at, home it is easy to overlook some hazards or become complacent over arrangements because it is the home environment, so here are some tips to help you identify the ones that matter:

- look at the tasks that homeworkers are required to undertake as well as the requirements of those tasks, for example, the need to use electrical equipment. Look at how those situations could reasonably be expected to cause harm
- ask your employees or their representatives what they think. They may be aware of 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
- have a look back at your accident and ill health records as these often help to identify the less obvious hazards.

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Remember to think about long-term health hazards, for example, poor posture, exposure to harmful substances or electrical equipment that is not routinely maintained, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each instance of homeworking 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 the general title of homeworker but rather identifying specific groups of people, for example, sales representatives or bookkeeping staff.

In each case, identify how they might be harmed, that is, what type of injury or ill health might occur. For example, computer users may suffer neck problems if they don't have a suitably adjustable chair, others may slip, trip or fall in a poorly maintained or inappropriate working environment.

Some workers have special requirements and may be at particular risk, for example, people with disabilities may require adapted equipment.

Extra thought will be needed for some hazards: you will need to think about how homeworking affects family members and visitors, as well as how their activities affect your homeworker. Talk to them and ask your staff if they can think of anyone and anything 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.

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:

- is homeworking appropriate for the particular job or task?
- if it isn'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, suitably maintained equipment through regular recalls to business premises for checks
- organise work to reduce exposure to the hazard, for example, establish a designated working area and ensure family members are aware of homeworking times
- issue personal protective equipment (PPE), for example, clothing, footwear, goggles etc
- ensure there are welfare facilities, for example, first aid and washing facilities.

Improving health and safety need not cost a lot. For instance, a suitably adjustable chair 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.

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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 from work equipment - all electrical items recalled to premises for annual checks
- homeworkers encouraged to check equipment prior to use and report any defects.

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 homeworking
- considered who might be involved in homeworking 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 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 by way of self-assessment or self declaration 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.

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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. Include recall dates for maintenance checks on any work equipment.

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 homeworking arrangements, tasks, people, procedures or equipment or following any reported incidents at home.

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 Homeworking Policy for access to the Online Management Tools - Risk Assessment Register, Online Management Tools - To Do List and a Homeworking Activities Risk Assessment Example or click on these links.

Provide employees with sufficient information, instruction and training to ensure their health and safety whilst undertaking homeworking activities.

- Training may include information on the relevant hazards and tasks and the effect the homeworking environment may have on a task and how a task may affect the homeworking environment
- Training should be provided on how to identify hazards in the homeworking environment and to evaluate the risks.

Click on these links for access to a Homeworking Activities Tool Box Talk , a Training Needs Analysis Form and a Training Needs Analysis Form Example. These are also available from the "Additional Information" section of your Homeworking Policy.

Ensure appropriate health checks are made on the individuals performing homeworking 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 homeworking risk assessment process
- Employees must make the employer aware of any changes in their health status that could affect the validity of risk assessments.

Click on these links for access to a Health Monitoring Form and a Health Monitoring Form Example which are also available from the "Additional Information" section of your Homeworking Policy.

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Periodically assess accident records and sickness absence 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 RBS Mentor Online Management Tools - Incident and Accident Recording Toolkit for information about any accidents that are homeworker- related.

Sources of Further Information

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

Health and Safety Executive (HSE)

Issue 2

05112012

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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;

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- 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

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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.

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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.

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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.

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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:
    - phoning the office on arrival at a remote location, periodically during time at the location and on departure
    - providing employees with panic alarm systems or mobile phones
    - providing employees with contact telephone numbers and other details for local emergency services
    - providing first aid kits
    - the line manager having access to diaries for meetings, appointments etc. Diaries must be maintained by lone worker employees
    - in and out boards, supported by diary information.

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- 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 RBS Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are lone worker related.

Sources of Further Information

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

Foreign and Commonwealth Office

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Health and Safety Executive (HSE)

Suzy Lamplugh Trust

Issue 2

05112012

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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.

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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

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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.

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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 risk phrase codes R60 to R64, 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.

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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.

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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.

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Sources of Further Information

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

Health and Safety Executive (HSE)

Issue 2

05112012

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Temporary Workers

Policy

Introduction

Temporary workers may be employed directly or engaged through an employment agency. Temporary workers are often vulnerable as they may not be familiar with the business they are working in or its particular hazards.

Where an employment agency is used, both the agency and the host employer have a shared duty to protect the health and safety of any temporary worker. Good co-operation and communication between all parties is vital. The employer must tell the employment agency about any:

- risks to the temporary worker's health and safety, and the steps that have been taken to control them
- qualifications or skills needed for the job
- necessary health surveillance.

The employment agency should pass on this information to the temporary worker in a way that is easily understood. The agency has a duty to ensure that the temporary worker is suitable for the assignment.

Before commencing work, the employer must ensure that the temporary worker has received and understood the health and safety information.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of temporary workers whilst 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 temporary workers carry out their duties in a safe manner and that the safety implications of the job and this policy are clearly understood throughout the company, we will:

- assess and reduce unavoidable risks to temporary workers;
- provide temporary workers with health and safety induction training on commencement of employment;
- ensure temporary workers receive adequate information, instruction, training and supervision to enable them to perform their work safely;
- ensure that adequate resources are made available to fulfil the requirements of this policy; and

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- 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 undertaken by temporary workers;
- complete a risk assessment where there is a significant risk of injury or ill-health;
- develop safe systems of work;
- provide temporary workers with induction training; and
- provide temporary workers with sufficient information, instruction, training and supervision to ensure their health and safety whilst undertaking tasks.

Additional Information

Temporary Workers Activities Register

Temporary Workers Activities Register Example

Online Management Tools - Risk Assessment Register - Activity

Online Management Tools - To Do List

Temporary Workers Risk Assessment Example

Temporary Workers Guidance Note

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

Standard Operating Procedure

Temporary Workers Standard Operating Procedure Example

Induction Training Record

Induction Training Record Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Temporary Workers - Information Sheet

Temporary Workers - Supervisors Information Sheet

Online Management Tools - Incident and Accident Recording Toolkit

Issue 2

14052012

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Guidance Note

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

Introduction

Temporary workers may be employed directly or engaged through an employment agency. Temporary workers are often vulnerable as they may not be familiar with the business they are working in or its particular hazards.

Where an employment agency is used, both the agency and the host employer have a shared duty to protect the health and safety of any temporary worker. Good co-operation and communication between all parties is vital. The employer must tell the employment agency about any:

- risks to the temporary worker's health and safety, and the steps that have been taken to control them
- qualifications or skills needed for the job
- necessary health surveillance.

The employment agency should pass on this information to the temporary worker in a way that is easily understood. The agency has a duty to ensure that the temporary worker is suitable for the assignment.

Before commencing work, the employer must ensure that the temporary worker has received and understood the health and safety information.

Procedural Steps

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

Identify all activities undertaken by temporary workers.

- Many people are regularly supplied by agencies to fill labour shortages in companies and the tasks required are many and varied.
- You need to identify all the activities that you may request a temporary worker to carry out. These may include, but are by no means limited to:
    - copy typing
    - general office tasks
    - kitchen porter duties
    - post room work
    - construction tasks
    - waste management activities, such as litter pickers
    - assembly workers.
- Record each of the activities on the Temporary Workers Activities Register.

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Please click on these links or see the "Additional Information" section of your Temporary Workers Policy for a Temporary Workers Activities Register and a Temporary Workers Activities Register Example.

Complete a risk assessment where there is a significant risk of injury or ill health.

The following are the specific temporary 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 temporary workers 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 on a construction site or exposure to harmful substances in a laboratory, as well as safety hazards.

Step 2 Decide who might be harmed and how

For each hazard you need to be clear about whether it is applicable to temporary workers and how they might be harmed. This 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, temporary workers in the post room or agency drivers using your vehicles.

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

- temporary staff stacking shelves may suffer back injuries from repeated lifting of boxes
- agency drivers unfamiliar with load ramp controls resulting in load falling onto employee, causing crush injuries.

Remember that temporary workers are at increased risk due to their unfamiliarity with the working environment and their tasks. Extra thought will be needed for 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.

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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 and whether additional controls will be required when temporary workers are involved. 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. This could be by putting barriers between pedestrians and traffic or providing increased supervision for the task
- 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 a buddy system for to monitor and supervise a temporary worker while they are familiarising themselves with the work and environment, 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:

- tripping over rubbish - bins provided, temporary workers 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 which temporary workers are exposed to or operate

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- considered all temporary workers that might be involved in 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 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 involving temporary workers? Make sure your risk assessment stays up to date.

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

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Develop safe systems of work.

- A safe system of work for temporary workers is one which identifies each of the training steps required when a temporary worker is engaged by the company. These steps must include:
    - the type and depth of initial induction training matched to the requirements of the task for which they have been engaged
    - job-specific training relating to that task
    - the level of additional supervision required for the task.

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

Provide temporary workers with induction training.

- A number of people may be involved in delivering the specific areas of the induction training, 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 temporary worker. Having a systematic approach to the induction programme is essential to ensure that all areas are covered effectively.
- The crucial areas that must be covered in the induction programme for temporary workers are:
    - provide the temporary worker with a copy of the health and safety policy statement and explain the content
    - emergency procedures
    - first aid procedures and accident reporting
    - introduction to the line manager
    - welfare arrangements
    - site familiarisation identifying prohibited areas.

Available from the "Additional Information" section of your Temporary Workers Policy or via these links are an Induction Training Record and an Induction Training Record Example.

Provide temporary workers with sufficient information, instruction, training and supervision to ensure their health and safety whilst undertaking tasks.

- Training may include in-house training from employees experienced in the task, machines or substances the temporary worker will be involved in or shadowing other employees etc.

Please click on these links or see the "Additional Information" section of your Temporary Workers Policy for access to a Temporary Workers - Information Sheet, a Temporary Workers - Supervisors Information Sheet, a Training Needs Analysis Form and a Training Needs Analysis Form Example.

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Sources of Further Information

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

Health and Safety Executive (HSE)

Issue 3

05112012

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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;

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- 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.

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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

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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.

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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:
    - data entry and other computer-based activities
    - general office tasks
    - post room work
    - light assembly work
    - small animal husbandry
    - hairdressing and beauty work
    - childcare work
    - care home work
    - 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.

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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

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- 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.

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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.

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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
  - observe the trainee's or work experience student's performance and repeat the demonstration, if necessary, to reinforce understanding
  - 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
  - ensure trainees and work experience students are aware of emergency procedures.
  - 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 RBS 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

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

Health and Safety Executive (HSE)

Young People's Learning Agency

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Issue 2

05112012

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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.

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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

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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.

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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?

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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

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- 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:
    - providing staff with training on de-escalation techniques or restraint methods, where appropriate
    - providing employees with clear instructions on what actions to take if they feel threatened in any way
    - having dedicated areas where partitioning etc is in place if service users are known to be violent
    - providing employees with panic alarm systems, mobile phones
    - providing employees with telephone numbers and other details for local emergency services
    - providing first aid kits
    - the line manager having access to diaries, which must be maintained by all employees, for meetings and appointments etc.

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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 RBS Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are violence or aggression related.

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Sources of Further Information

RBS 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

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Young People and Children

Policy

Introduction

Young people and children under the minimum school leaving age (MSLA) are at particular risk of injury in the first six months of a job as they may be unaware of existing or potential risks. They may:

- lack experience or maturity or may be unaware of how to raise concerns
- not have reached physical maturity and therefore lack the strength demanded
- be eager to impress or please people with whom they work.

Periods of work-based learning and part time work will be the first time that most young people experience the work environment. Good preparation and organisation of work activities is essential if these opportunities are to be rewarding and safe introductions to the world of work.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of young people and children who undertake work-based learning and part time work with us, 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 young people and children are not exposed to risks to their health and safety, we will:

- identify any employees who would be defined as young people or children;
- complete specific risk assessments for each young person or child;
- comply with legislative restrictions or prohibitions on work for young people and children;
- introduce and maintain appropriate measures to eliminate or control the risks;
- assess and reduce unavoidable workplace risks;
- provide information, instruction, training and supervision for young people and children;
- 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.

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Procedure

To fulfil our responsibilities as outlined above, we will:

- check application forms to identify all employees under 18 years of age before they begin work;
- notify our insurers when a young person or child is to be employed;
- complete a risk assessment taking into account specific factors such as immaturity, inexperience and lack of awareness, and medical conditions and physical and learning disabilities of the young person or child;
- share the findings of risk assessments with guardians where appropriate;
- not allow a young person or child to carry out any work where we find that a significant risk remains, in spite of efforts to take reasonable steps to control it;
- carry out induction training, including information on work activities and any associated significant risks, health and safety instruction and training, name supervisors;
- provide good supervision and any continuing training so that the job can be carried out safely, without putting themselves or others at risk;
- ensure appropriate health checks are made on young people and children, and ensure that they bring to our attention any changes in their own medical conditions; and
- periodically assess accident records to identify any trends in accidents relating to young people and children and ensure that serious injuries are appropriately reported.

Additional Information

Online Management Tools - Risk Assessment Register- Activity

Young Persons Risk Assessment Example

Induction Training Record

Induction Training Record Example

Training Needs Analysis Form

Training Needs Analysis Form Example

Health Monitoring Form

Health Monitoring Form Example

Online Management Tools - Incident and Accident Recording Toolkit

Young Persons Guidance Note

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Guidance Note

This Guidance Note should be read in conjunction with the Young People and Children Policy.

Introduction

Young people and children under the minimum school leaving age (MSLA) are at particular risk of injury in the first six months of a job as they may be unaware of existing or potential risks. They may:

- lack experience or maturity or may be unaware of how to raise concerns
- not have reached physical maturity and therefore lack the strength demanded
- be eager to impress or please people with whom they work.

Periods of work-based learning and part time work will be the first time that most young people experience the work environment. Good preparation and organisation of work activities is essential if these opportunities are to be rewarding and safe introductions to the world of work.

Procedural Steps

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

Check application forms to identify all employees under 18 years of age before they begin work.

- You need to know of any employee who is under the age of 18 so you can provide their details to your Employers' Liability Insurer and so they can confirm cover.

Notify our insurers when a young person or child is to be employed.

- Upon deciding to make an offer of employment to a person under the age of 18, you should contact your insurance company to ensure that your Employers' Liability Insurance policy covers you for this type of employment
- When your insurer has agreed to the employment of the individual, the offer of employment can be made.

Complete a risk assessment taking into account specific factors such as immaturity, inexperience and lack of awareness, and medical conditions and physical and learning disabilities of the young person or child.

The following are the specific young people and children issues to be considered for each of the steps of a detailed risk assessment.

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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 simple hazards that someone, without adult risk-perception, may consider harmless, 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
- 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 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. This means listing the young people and children and those who could be harmed through the acts and omissions of these young people and children.

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 injury from lifting of boxes, due to physical immaturity
- injuries to wrists, ankles etc from slips, trips or falls, due to running, not walking, around the workplace.

Remember that new and young workers are at particular risk because of their immaturity and inexperience. Extra thought will be needed for some hazards, for example, members of the public, if they could be hurt by the young people and children involved in 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 young and child employees.

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:

- a young person or child should be undertaking the task
- the work is beyond their physical or psychological capacity

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- the work involves exposure to harmful substances which may be toxic, carcinogenic, potentially causing heritable genetic damage or harm to an unborn child, or which in any other way might chronically affect human health
- the work involves exposure to harmful radiation
- there is a risk from extreme cold or heat, noise or vibration.

If you can't remove risks entirely, 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, for example, by prohibiting access by the young person or child
- organise work to reduce exposure to the hazard. You could put barriers between pedestrians and traffic, for example
- provide increased or full time supervision for the young person or child
- issue personal protective equipment (PPE), for example, clothing, footwear, goggles etc, that is intended specifically for young people or children as adult PPE may not be a true fit and consequently be ineffective at controlling the risk
- 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, prohibiting young people and children access to a hazardous process or piece of equipment 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 or falls due to rubbish being thrown around by young people and children - bins provided, staff instructed, weekly housekeeping checks
- young people instructed not to clown around and to tidy up after themselves.

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 young people and children
- considered the harm that young people and children might come to
- introduced control measures to manage all the significant hazards

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- demonstrated that the precautions are reasonable, and the remaining risk is as low as possible
- involved your staff, the young people 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 and young people and children 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 Young People and Children Policy for links to the Online Management Tools - Risk Assessment Register, the Online Management Tools - To Do List and a Young Persons Risk Assessment Example.

Share the findings of risk assessments with guardians where appropriate.

- Where a person is under the minimum school leaving age, the findings of risk assessments must be brought to the attention of the child's parents or guardians and explained in full.

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Not allow a young person or child to carry out any work where we find that a significant risk remains, in spite of efforts to take reasonable steps to control it.

- In the event that the findings of a risk assessment indicate that there is still a significant risk of injury or ill health, even with additional controls, then the young person or child must not be allowed to carry out the assessed activity.

Carry out induction training, including information on work activities and any associated significant risks, health and safety instruction and training, and name supervisors.

- Training will include the basic induction training offered to all employees. In addition you must identify and make the young person or child aware of the specific issues that might affect them. Emphasis will also be required on issues such as horseplay and practical jokes.
- An introduction will also be required to the employee who will be supervising the young person or child.

Please see the "Additional Information" section of your Young People and Children Policy for a Training Needs Analysis Form, an Induction Training Record and an Induction Training Record Example.

Provide good supervision and any continuing training so that the job can be carried out safely, without putting themselves or others at risk.

- For their role to be most effective, a good supervisor must have a good understanding of your processes and be able to build rapport with the young person
- The supervisor must also be aware of the specific issues relating to young people and children, for example, in respect of the lack of experience and mental and physical immaturity.

Ensure appropriate health checks are made on young people and children, and ensure that they bring to our attention any changes in their own medical conditions.

- Ensure that good communication is maintained with any young person or child and that, where necessary, any conversation about health matters can be held in private and with a parent, guardian or other responsible adult.
- You should carry out regular monitoring of the young person's or child's health status using the Health Monitoring Form.

Please see the "Additional Information" section of your Young People and Children Policy for a Health Monitoring Form and a Health Monitoring Form Example.

Periodically assess accident records to identify any trends in accidents relating to young people and children and ensure that serious injuries are appropriately reported.

- For example, regularly review accident books, computer-based accident records and your records on the RBS Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any accidents that are young person or child-related.

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Sources of Further Information

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

Health and Safety Executive (HSE)

Local Education Authority (LEA)

Issue 2

05112012

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EQUIPMENT AND MATERIALS

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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;

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- 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'.

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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

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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.

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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.

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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.

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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:
    - loose asbestos, insulation, or lagging; and
    - 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:
    - notify work with asbestos to the relevant enforcing authority;
    - designate areas; and
    - keep health records and provide medical surveillance.

Sources of Further Information

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

British Occupational Hygiene Society (BOHS)

Health and Safety Executive (HSE)

Issue 3

05112012

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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.

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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

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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:
  - chemical manufacturing;
  - the pharmaceutical industry;
  - metalworking, for example, those using cutting fluids, or exposed to welding fumes;
  - dental and doctors' surgeries;
  - animal husbandry;
  - abattoirs or in butchering etc; and
  - 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.

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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.

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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:
    - direct contact with the substance if you touch it or dip your hands in it;
    - splashing;
    - substances landing on the skin, for example, airborne dust;
    - contact with contaminated surfaces; and
    - 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

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- 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.

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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.

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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:
  - use of local exhaust ventilation systems;
  - safety cabinets;
  - administration and preparation of pharmaceutical products;
  - good hygiene practice;
  - the prevention of cross contamination; and
  - 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

RBS 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

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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.

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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

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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.

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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.

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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;

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- 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:
  - buildings with separate electrical supply and distribution systems;
  - catering equipment such as walk-in freezers, ovens etc;
  - woodworking equipment such as large logging saws and large bench saws;
  - metalworking equipment such as a power press;
  - compressors; and
  - 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.

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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.

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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

RBS 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

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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;

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- 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

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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

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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.

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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.

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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.

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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.

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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:
    - site plan of area in which the lift is to be undertaken;
    - the weight, size and centre of gravity of the load;
    - 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;
    - 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;
    - the location of the crane for carrying out the lift and the suitability of ground conditions and pads for outriggers;
    - 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;
    - preparing a suitable place to set down the load;
    - fitting the sling to the load, using an appropriate method of slinging;
    - 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;
    - releasing the slings. Boards, trestles or similar may be necessary to prevent trapping of the sling; and
    - 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.

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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:
    - passenger lifts (at least every 6 months)
    - forklift trucks (without people cages, at least every 12 months)
    - vehicle lifts (at least every 12 months)
    - mobile cranes (without people cages, at least every 12 months)
    - tower cranes (without people cages, at least every 12 months)
    - gin wheel (at least every 12 months)
    - 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:
    - 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
    - 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:
    - You must take action to rectify any defect you are told about.
    - 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.
    - 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:
    - Thorough examination before first use.
    - Lifting equipment - until the employer ceases to use the lifting equipment
    - Lifting accessories - for two years.
    - 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
    - In-service thorough examination (6-monthly, 12-monthly or examination scheme) - Until the next report is made or two years, whichever is the later.
    - In-service inspections/tests - Until the next report is made.

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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.

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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

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

Health and Safety Executive (HSE)

Safety Assessment Federation (SAFed)

Issue 2

05112012

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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. Between 2016 / 2017 35% of all working days lost were due to musculoskeletal disorders.

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;

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- 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

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Health Monitoring Form Example

Online Management Tools - Incident and Accident Recording Toolkit

Manual Handling Guidance Note

Issue 3

01032019

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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. Between 2016 / 2017 35% of all working days lost were due to musculoskeletal disorders.

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:
    - the load being handled
    - the frequency of handling
    - the environment in which the task is being conducted
    - the abilities of the individuals involved. If the risk is identified as high or medium, then a detailed assessment is required.

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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?

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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.

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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:
    - identified all the potential hazards relating to manual handling
    - considered who might be involved in manual handling 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

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- 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:
  - detailed information on loads in terms of weight and stability
  - limitations placed on items of certain weight and designating them for team or mechanical handling only
  - clear identification of PPE requirements

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- if team handling is used, there must be a clear process for deciding who leads the manual handling activity
- 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.

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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 RBS Mentor Online Management Tools - Incident and Accident Recording Toolkit for information on any manual handling-related accidents.

Sources of Further Information

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

Health and Safety Executive (HSE)

Issue 3

01032019

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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;
- Where tight fitting Respiratory Protective Equipment (RPE) is required, provide face-fit testing and suitable RPE;
- provide adequate storage facilities for PPE;
- provide resources to maintain PPE;

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- monitor the use of PPE to ensure that it is being used correctly;
- monitor employees to ensure where they are required to wear tight-fitting RPE, that they are clean shaven, have no facial piercing and have no facial injuries etc that might compromise the effectiveness of RPE;
- 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 face-fit testing where tight fitting RPE is required and provide suitable RPE for each individual;
- 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;
- monitor employees to ensure where they are required to wear tight fitting RPE that they are clean shaven, have no facial piercing and have no facial injuries etc that might compromise the effectiveness of RPE ; 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

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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

Issue 2

01032019

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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; and
    - 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.

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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.

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Arrange for face-fit testing where tight fitting RPE is required and provide suitable RPE for each individual;

- The best time to do fit testing is at the initial selection stage, when individual users can be given a choice of adequate models of RPE.
- You should ensure that the make, model, type and size of facepiece that they wore when they had their successful fit test is made available for their use.
- If an employee wears more than one type of tight-fitting facepiece, then each type of facepiece should be fit tested.
- RPE fit testing should be conducted by a competent person - you should take steps to ensure that person who carries out the fit test is appropriately trained, qualified and experienced, and is provided with appropriate information to undertake each particular task.

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.

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Monitor employees to ensure where they are required to wear tight fitting RPE that they are clean shaven, have no facial piercing and have no facial injuries etc that might compromise the effectiveness of RPE;

- Many masks rely on a good seal against the face so that, when you breathe air in, it is drawn into the filter material where the air is cleaned. If there are any gaps around the edges of the mask, quote dirty' air will pass through these gaps and into your lungs.
- Ensure you regularly monitor your employees to ensure they remain clean shaven and don't compromise the effectiveness of RPE you are providing;
- If there are good reasons for having a beard (eg for religious reasons), alternative forms of RPE, that do not rely on a tight fit to the face, are available.

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

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

Health and Safety Executive (HSE)

Issue 3

01032019

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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.

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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

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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.

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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:
    - hazardous levels of noise or vibrations
    - exposure to harmful substances such as the lubricants or cutting fluids used with portable electrical appliances
    - 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.

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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:
    - providing Residual Current Device (RCD) breakers to disconnect the supply in the event of a fault
    - erecting barriers around electrical equipment test areas
    - 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.

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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.

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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:
  - daily checks on any cables, equipment casings, switches, RCDs etc
  - 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.

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Sources of Further Information

RBS 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

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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;

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- 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

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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

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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:

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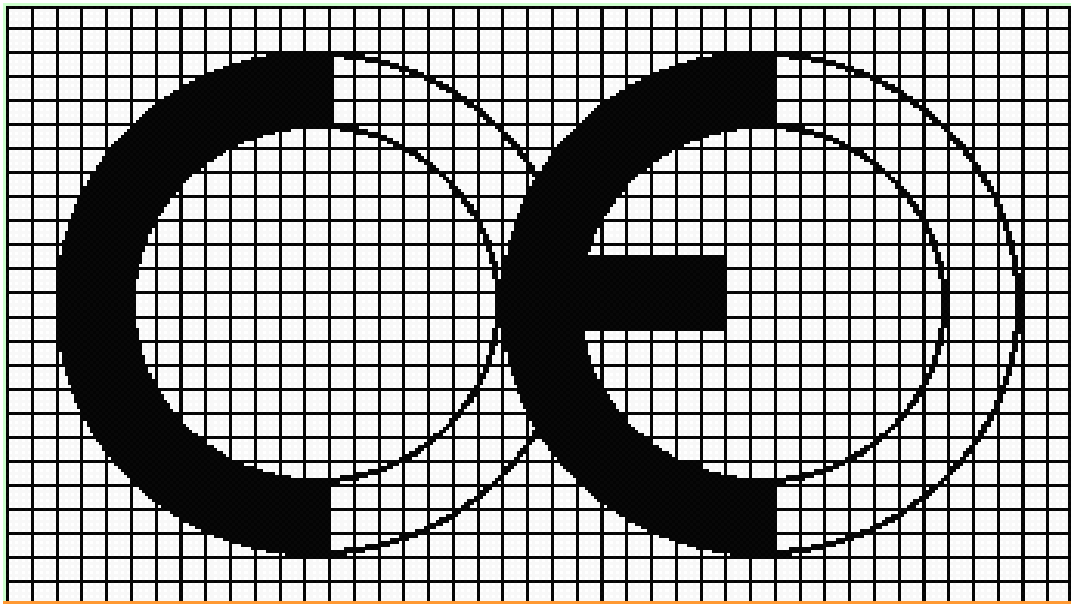
Appliances Burning Gaseous Fuels (AppliGas)	Cableway Installations to Carry Persons
Low Voltage Electrical Equipment	Construction Products
Equipment and Protective Systems for use in Potentially Explosive Atmospheres (Atex)	Explosives for Civil Uses
Hot Water Boilers	Lifting Equipment
Machinery (as defined 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.

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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:
  - office equipment such as shredders, printers etc
  - woodworking equipment, for example, a chop saw
  - metal working equipment, for example, a power press
  - hand tools, for example, chisels, screwdrivers etc
  - hot work equipment such as soldering irons, welding equipment
  - compressors
  - 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 Work Equipment Register and a Work Equipment Register Example 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

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- 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

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- 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

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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 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
    - on any emergency stop buttons, pull wires etc
    - on hand tools
    - 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.

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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:
  - power presses
  - band saws
  - guillotines
  - 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 RBS 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

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

Health and Safety Executive (HSE)

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Issue 2

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WORKPLACE AND ENVIRONMENT

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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;

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- 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

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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.

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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.

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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.

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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:
    - 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;
    - any gas installation must be annually inspected by a competent engineer such as a Gas Safe registered individual or company;
    - where applicable, your asbestos management plan will identify the necessary frequency of inspections of all asbestos containing materials (ACMs);
    - 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
    - fire extinguishers should be serviced annually;
    - water systems may require regular checks to verify that the risks caused by water-borne organisms are controlled;
    - any local exhaust ventilation system should be checked every 12 months; and
    - 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.

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- 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.

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- 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

RBS 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

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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.

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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

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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:
    - continuous or near-continuous use of DSE for spells of one hour or more at a time;
    - use of DSE in this way more or less daily;
    - transferring information quickly to or from the DSE;
    - applying high levels of attention and concentration; and
    - 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.

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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.

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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.

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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.

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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 theRBS 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

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

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College of Optometrists

Health and Safety Executive (HSE)

Issue 2

05112012

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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.

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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

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Maintenance Schedule Form

Maintenance Schedule Example

Universal Inspection Form

Fire Inspection Schedule

Online Management Tools - To Do List

Location of Alarm System Equipment Register

Location of Alarm System Equipment Register Example

Alarm System Equipment Tests Record Form

Alarm System Equipment Tests Record Example

Call Points Weekly Tests Record Form

Call Points Weekly Tests Record Example

Location of Emergency Lighting Register

Location of Emergency Lighting Register Example

Emergency Lighting Tests Record

Emergency Lighting Tests Record Example

Location of Fire Extinguishers Register

Location of Hose Reels Register

Fire Fighting Equipment Tests Record Form

Fire Fighting Equipment Tests Record Example

Fire Officer Visits Register

Issue 4

06062013

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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?
    - 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?
    - 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

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- 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

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- 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

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- 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.

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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.

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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

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

Health and Safety Executive (HSE)

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The Institution of Fire Engineers (IFE)

Issue 5

07102013

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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 40% - 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

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- 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.

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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 3

01032019

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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 can be fatal in 40% - 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.

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.

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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.

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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?

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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.

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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.

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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

RBS 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 4

01032019

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Slips, Trips and Falls

Policy

Introduction

Around 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 20,000 workers suffered a major injury or an injury which kept them off work for more than seven days as a result of a slip, trip or fall each year. (RIDDOR 2016/17). 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.

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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

Issue 2

01032019

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Guidance Note

This Guidance Note should be read in conjunction with the Slips, Trips and Falls Policy.

Introduction

Around 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 20,000 workers suffered a major injury or an injury which kept them off work for more than seven days as a result of a slip, trip or fall each year. (RIDDOR 2016/17). 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.

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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.

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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:
    - implementing regular housekeeping and workplace inspections
    - encouraging employees to store equipment in designated locations and to keep walkways free from obstructions and trailing cables
    - ensuring that any areas designated as storage areas are of a sufficient capacity, well managed and regularly checked for hazards
    - designing all new floors and flooring to be suitable for the activities taking place on them
    - 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.
    - using wet floor signs where floors remain wet after cleaning or as a result of other causes such as inclement weather
    - removing waste on a daily basis to ensure that it does not accumulate and cause a trip hazard
    - encouraging our employees to wear sensible footwear (see Personal Protective Equipment) and, where identified by risk assessment, specify and provide what footwear is necessary
    - providing suitable and sufficient lighting for normal tasks
    - 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
    - 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).

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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.

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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

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

Health and Safety Executive (HSE)

Issue 4

01032019

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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 ;

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- 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

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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:

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- Lack of Control - Individual having insufficient control over their work
- Poor Change Management - how change is communicated and managed throughout the organisation
- Undefined Roles - about individuals understanding their specific role within an organisation
- Excessive Job demands - targets
- Negative Relationships - with colleagues and management, not promoting positive working or avoiding conflict
- 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:

- moods swings
- aggressiveness and/or defensiveness
- irrationality and irritability
- over re-acting and emotional
- displaying increasing negativity
- making unrealistic judgements
- physical symptoms - yawning and stomach upsets
- increased alcohol and drug dependence
- 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.

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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.

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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.

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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:
    - 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.
    - how external factors such as home, health and lifestyle may impact on employees ability to cope with pressures at work
    - how to identify the signs of stress and how to identify the groups at risk
    - 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:
    - how to identify when stress might be an issue
    - the control measures in place to reduce the potential exposure to harmful stressors
    - the support services available, both internally and externally.

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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.
- RBS 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:
    - 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
    - taking on a lighter work load for a period or
    - 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.

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- 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

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

Health and Safety Executive (HSE)

Issue 2

05112012

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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.

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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.

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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

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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.

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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.

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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

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- 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.

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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:
    - 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)
    - any gas installation must be annually inspected by a competent engineer such as a Gas Safe registered individual or company
    - 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
    - water systems may require regular checks to verify that risks from waterborne organisms are controlled
    - 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

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- 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

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

Gas Safe Register

Health and Safety Executive (HSE)

Issue 2

05112012

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RECORDS OF CHANGE

Explanation

The following pages contain tables which detail the changes that have been made by RBS 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 RBS **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 Organisation.

Changes to System Contents

Quadrant	Topic Added or Removed	Date
Management and Legal		
People		
Equipment and Materials		
Workplace and Environment		

Changes to Initial Sections

Topic	Change undertaken	Issue	Date
Introduction	"Mentor Services" replaced with "RBS 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

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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
Policy	Statistics updated in Introduction	6	01/03/19
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
Guidance Note	Statistics updated in Introduction	8	01/03/19
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
Landlord and Tenant Responsibilities			
Policy	Technical Enhancement	2	14/05/12
Policy	Link to Gas Safety Poster added	3	01/05/13
Guidance Note	Technical Enhancement	2	14/05/12

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Topic Section	Details of Change	Issue	Date
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			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12

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People

Topic Section	Details of Change	Issue	Date
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
Guidance Note	Statistics updated at Procedural Steps, Step 2	3	01/03/19
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			
Policy	Statistics updated in Introduction	2	01/03/19
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
Guidance Note	Statistics updated in Introduction	4	01/03/19
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
Homeworking			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12
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
Temporary 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
Trainees and Work Experience			

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Topic Section	Details of Change	Issue	Date
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
Young People and Children			
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	2	05/11/12

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
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
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
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			
Policy	Statistics updated in introduction	2	17/05/13
Policy	Statistics updated in introduction	3	01/01/19

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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	Statistics updated in introduction	3	17/05/13
Guidance Note	Statistics updated in introduction	4	01/01/19
Personal Protective Equipment			
Policy	Added references to respiratory protective equipment	2	01/03/19
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 references to respiratory protective equipment	3	01/03/19
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
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

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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
Policy	Statistics updated in introduction	3	01/03/19
Guidance Note	Hyperlinks to all forms, templates, How to guides and toolkits added. Wording amended to accommodate hyperlink text.	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	Statistics updated in introduction	4	01/03/19
Slips, Trips and Falls			
Policy	Statistics updated in introduction	2	01/01/19
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
Guidance Note	Statistics updated in introduction	4	01/01/19
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
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

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