

General Risk Areas:- Lifting Equipment

The Lifting Operations and Lifting Equipment Regulations require that all lifting equipment is adequately maintained and that any lifting operation is carried out in a safe manner.

Lifting equipment includes anything that is used for lifting or lowering a load and also attachments that may be used to fix, support or anchor loads or equipment.

Lifting equipment includes -

- ◆ Passenger and goods lifts.
- ◆ Dumb waiter in hotel or restaurant.
- ◆ Scissor lift.
- ◆ Vehicle inspection lift.
- ◆ Fork lift truck, reach truck, etc.
- ◆ Bath hoist in residential/nursing home.
- ◆ Vehicle tail lifts.
- ◆ Shackles, slings, chains, hooks, etc.

It does not include escalators.

Inspection and Maintenance of Lifting Equipment

Any lifting equipment must be of adequate strength and stability for its purpose, be of good mechanical construction and be properly maintained. Generally equipment used for lifting persons, and any accessory used for lifting, e.g. ropes, must be thoroughly inspected every **6 months**, for all other lifting equipment it is every **12 months**.

The inspection must be carried out by a competent person such as an engineer from your insurance company. In certain circumstances the competent person may decide that the lifting equipment needs inspecting more frequently than the intervals above.

The competent person must provide you with a copy of the results of each inspection and you should keep these readily available for inspection.

You should also carry out any additional maintenance and safety checks that are necessary

to ensure the safety of the lifting equipment when it is being used, e.g. checks of operational controls on fork lift trucks.

All lifting equipment must be marked with its **Safe Working Load**. For passenger lifts this will include the maximum number of persons to be carried.

You should have a procedure to release persons in the event of lift malfunction. However, no-one should try to release persons from a lift unless they have been trained to do so.

Under no circumstances should goods lifts be used for carrying persons.

Carrying out Lifting Operations

When lifting or lowering a load you must ensure that the task has been properly planned and is being carried out in a safe manner with appropriate supervision.

Matters you should consider are

- ◆ Suitability of any lifting equipment for a task.
- ◆ Pre-lift checks that are required.
- ◆ Visibility - May be need for banksmen.
- ◆ Environment, e.g. Weather, floor condition, etc.
- ◆ Risk of equipment overturning.
- ◆ Methods for attaching, detaching and securing loads.
- ◆ Proximity of objects in lifting area, e.g. Racking Systems, overhead lines, etc.

Where practicable you must not carry or suspend loads over persons.

You must also not lift a load greater than the safe working load (SWL) of the equipment. If you do not know the weight of a load or the SWL of the equipment, you should not carry out a lift.

safely, are clearly marked and where practicable avoid sharp sharp corners or obstructions.

- ◆ Making sure sufficient lighting is provided especially where vehicles are used outside during hours of darkness.
- ◆ Limiting vehicle speed on the site.
- ◆ Providing work equipment that is adequately maintained and is suitable for the area in which it is being used.

One of the most important measures is to make sure that your employees who use vehicles are adequately trained in their use and the precautions that should be taken to ensure the safety of pedestrians.

It is also important that any visitors to your site such as delivery drivers or customers are aware of your site rules. This can be achieved by displaying a simple notice advising them to go to reception on entering your premises.

Information and training

Employees who use work equipment and transport provided for work must be provided with adequate training and comprehensive information and instruction (where appropriate in writing).

General Risk Areas:- Working at Height

Falling from height is one of the single biggest causes of workplace deaths and is one of the main causes of serious injuries to employees.

The Work at Height Regulations apply to all work at height where a risk of a fall is liable to cause serious injury.

This now means that even if you are at ground level or below it, if a person could be injured through falling the regulations will apply e.g. a person falling through a cellar opening to the floor below.

The regulations require you to:-

- ◆ Avoid work at height where possible e.g. Using long handled tools for cleaning windows instead of a ladder.
- ◆ Ensure work at height where necessary is properly planned and carried out in a safe way.
- ◆ Use work equipment or other measures to prevent people from falling from height e.g. use of a safety harness.
- ◆ Where a fall can not be prevented work equipment or measures must be taken to minimise the distance someone could fall and the effect it could have.
- ◆ Inspect and maintain any equipment used for work at height.
- ◆ Ensure work on any fragile surfaces such as roofs are properly controlled.
- ◆ Reduce the risk of objects falling on to somebody who may be below.

Ladders and stepladders are commonly used to carry out work at height. One third of all falls from height involve these. Most falls are due to ladders and stepladders being incorrectly used and maintained.

When using Ladders or stepladders you must ensure that:-

- ◆ The ladder is suitable for the task. Ladders should be used for short durations and where you maintain at least one hand on it.
- ◆ You do not overreach.
- ◆ The ladder is not overloaded.
- ◆ The equipment is on firm/level ground.
- ◆ A ladder is secured by either tying it in, using a ladder stability device or as a last resort having someone to foot it.
- ◆ Ladders are put up at the correct angle and are long enough for the task.
- ◆ All equipment is inspected and maintained regularly.
- ◆ The ladder is located so that it cannot be knocked over by vehicles, pedestrians etc.
- ◆ A ladder is suitable for its use. HSE recommend Class 1 industrial stepladders for use in the workplace. Domestic Class ladders may not be suitable for the work environment.

General Risk Areas:- Workplace, Health, Safety and Welfare

Many accidents at work involve people slipping, tripping or falling in the workplace. The Workplace, Health, Safety and Welfare Regulations require the workplace to be maintained in a safe condition. The regulations can be divided into 3 main requirements:-

1. Health Requirements

Ventilation - Should be adequate, in many cases windows and doors will be sufficient.

Temperature - Should be reasonable (normally 16°C after one hour). If it is not reasonable to provide heating throughout the workroom, local heating should be provided. Thermometers should also be provided.

Lighting - Should be suitable and sufficient to allow people to move around safely.

Cleanliness - Premises should be sufficiently 'clean' depending on the type of work carried out. There should be suitable waste storage and disposal.

Room Dimensions - This should be sufficient to allow people to move about with ease. The volume of the empty room divided by the number of people working there should be at least 11 cubic metres.

Workstations and Seating - These must be suitable and matched to the worker/task. Seating should provide adequate support to the lower back and foot rests should be provided where necessary.

2. Safety Requirements

Maintenance -

The workplace, equipment, devices and systems must be maintained in efficient working order.

Floor and Traffic Routes -

Floor surfaces and staircases must be kept clean, maintained in good condition and well

lit. Staircases should have secure handrails and balustrades which prevent people from falling from open edges.

- ◆ All work areas, passageways, staircases and means of access must be unobstructed and free from tripping hazards such as trailing leads, poorly maintained floor covering etc. Stock should be properly stored and not left on floors, waste should not be allowed to accumulate and must be properly disposed of.

- ◆ Traffic routes should be of sufficient width and headroom to allow people and vehicles to move around safely. Restrictions should be clearly indicated and considerations should be given to visibility mirrors, protective barriers, marking of routes, etc.

- ◆ Loading bays should have at least one exit point from the lower level.

Falls and Falling Objects -

Opening in floors, edges of balconies, platforms, mezzanines, etc, must be adequately fenced to prevent people from falling.

- ◆ Openings of a temporary nature should be fenced and appropriate signs used to make people aware of their location.

- ◆ Ladders and scaffolding must be of a suitable type for their intended use and must be properly erected, made secure and checked before access is permitted. Fixed ladders should only be used where it is not practicable to install a staircase.

- ◆ High level openings must be securely fenced when not in use and adequate handrails must be provided at either side when goods are being raised or lowered.

- ◆ Access to high level storage must be from steps and under no circumstances should shelving units be used for climbing. All racking must be of adequate strength and stability for the load placed on it.
- ◆ Only trained and authorised persons should be permitted to work at height and they must be made aware of any hazards and what they must do to minimise risk.

Glazing - This must be of a suitable safety material where necessary for reasons of health and safety, i.e. there is a foreseeable risk of people coming into contact with it.

Windows and Window Cleaning - These must be safe to open and adjust as well as being capable of being safely cleaned.

Doors and Gates - These should be suitably constructed and fitted with safety devices as necessary.

Escalators - These should function safely and have appropriate safety devices, including conspicuous emergency stop controls.

3. Welfare

Sanitary Conveniences and Washing Facilities

- These should be readily accessible, clean, ventilated and well lit. Washing facilities should have hot and cold or warm water, soap and hand drying facilities. Men and women can share facilities provided that it is in a separate lockable room for use by one person at a time.

If you have a query on how many toilets should be provided, please contact the Environmental Health Department.

Drinking Water - This must be adequate, accessible, wholesome, marked as necessary and there must be sufficient drinking vessels.

Accommodation for Clothing - This must be adequate, suitable and secure. Minimum provision would be a coat peg for each employee.

Changing Facilities - This is required for special work clothing, it must be readily accessible from workrooms/eating areas and must ensure privacy of the user.

Facilities for Resting and Eating Meals - These should be large enough, have sufficient seats and have facilities to eat meals where food is regularly eaten in the workplace. Pregnant and nursing mothers should be provided with adequate facilities including, if requested, somewhere to lie down.

General Risk Areas:- Gas Safety/Pressure Systems

Gas is usually supplied from the mains or from a storage vessel/cylinder. Liquefied Petroleum Gas (LPG). It is widely used, e.g. as a direct source of heat for ovens, grills, for heating water in steam in gas cylinders for fuel for fork lift trucks post mix machines, etc.

There are two main hazards associated with gas:-

- ◆ fire and explosion;
- ◆ carbon monoxide poisoning.

There are a number of precautions that can be taken to control the hazards.

Gas appliances

- ◆ ensure appliance is installed, fitted and maintained by a competent person, e.g. CORGI registered engineer;
- ◆ ensure appliance is used and serviced according to manufacturers instructions;
- ◆ make sure staff know where the gas shut off valve is;
- ◆ know what to do in the event of a leak.

Liquefied Petroleum Gas

This may be used from fixed storage tanks or cylinders. Unlike mains gas, it is heavier than air. Cylinders are also heavy so need to be handled in a safe manner.

You must ensure -

- ◆ storage of the gas in tanks or in cylinders complies with current safety requirements;
- ◆ the gas installation and cylinders are maintained by a competent person;
- ◆ staff are trained on inspecting and changing gas cylinders;
- ◆ gas cylinders are secured in an upright position to prevent them falling over;
- ◆ when handling cylinders, where possible use trolleys designed for this task;
- ◆ there is a procedure in the event of a leak, explosion or fire.

NOTE: For safety reasons, nominally empty cylinders must be treated the same as full cylinders and handled and stored appropriately.

Inspection of Pressure systems

Equipment and systems containing gas under pressure can cause death or injury if the contents are released unintentionally.

Examples of pressure systems are:-

- ◆ boiler and steam heating systems including stills used in catering;
- ◆ air compressors;
- ◆ pressure cookers and autoclaves;
- ◆ portable pressure washers.

If the pressure system you have operates at a pressure of 0.5 bar above atmospheric (and if the pressure times the value of the receiver is greater than 250 litres), or if a system contains steam, e.g. Cappuccino coffee maker, you are required by law to have the system examined by a competent person. This person is often provided by your insurance company.

The competent person will produce a written scheme of examination for the equipment. Basically this is a document which tells you how often, and what parts of the equipment need to be examined. The equipment will then be examined in accordance with this scheme.

In addition, employees must be trained in the use, basic inspection and maintenance of any equipment.

NOTE: To calculate the bar litres of the equipment:

$$\begin{array}{rcccl} \text{Maximum bar of} & \times & \text{Volume of air} & = & \text{Bar litres} \\ \text{equipment} & & \text{receiver} & & \\ \text{(Usually indicated on} & & \text{(Marked on air} & & \\ \text{gauge)} & & \text{receiver)} & & \end{array}$$

General Risk Areas:- Personal Protective Equipment

In some jobs workers have to wear special clothing and equipment to protect them from workplace hazards. This is known as personal protective equipment (PPE). The Personal Protective Equipment at Work Regulations cover the provision and use of PPE in the workplace. However before you decide that your employees need PPE to keep them safe in their work you must look at the results of your risk assessment and decide if there is another, better way of controlling the hazards. PPE should only be used as a last resort. If you decide that PPE is the only means to ensure workers safety you must provide it free of charge for their use.

The type of PPE a person uses will depend on the task they are performing and the risks associated with it. It may be necessary to use a combination of PPE if there is more than one hazard connected to a particular task. If this is the case you must ensure that the combination of PPE is compatible. The following are examples of PPE:

- ◆ goggles and face screens;
- ◆ helmets;
- ◆ hearing defenders;
- ◆ gloves, gauntlets, wrist cuffs and armlets;
- ◆ kneepads and leggings;
- ◆ safety shoes and boots;
- ◆ respirators and breathing apparatus.

PPE can provide protection if risks to health cannot be controlled by other means, but it will only provide protection if it is used for the purpose it is intended and used properly and safely. When selecting PPE you should consider:

- ◆ Is it of good design ? Look for a British Standard. All new PPE equipment since July 1995 must have a 'CE' mark.
- ◆ Is it appropriate to the hazard you are trying to protect against ?
- ◆ Will it restrict movement or vision and therefore make tasks more difficult or hazardous ?
- ◆ Is it suitable for the user? eg. size, disabilities

You should review your choice of PPE if jobs, personnel or environments change.

To ensure the PPE is used properly you must train anyone in control of it so that they know how to use, store and maintain the equipment in a way that does not compromise it's efficiency. Remember that some PPE such as hard hats have a use by date and need replacing regularly.

At the back of this section is a checklist for your use.

General Risk Areas:- Violence at Work

Violence at work which can be verbal as well as physical can result in injury, disability, stress and distress to employees.

If your employees are expected to deal with the public you must ensure they are protected from the effects of violence, as far as is reasonably practicable.

Firstly you should identify if you have a problem, you may need to ask your staff about problems and keep records of incidents. If you find out that violence may be a problem you must -

1. **Decide who may be harmed and how**
2. **Evaluate the risk**

When evaluating the risk you should take the following into consideration -

1. **Training and Evaluation** - Employees should be trained to deal with aggression and know what action to take, i.e. chain of command.
2. **The Environment** - You should consider security measures such as alarm systems, location of escape routes in rooms, etc.
3. **The Design of the Job** - Staff should travel in pairs if they are meeting difficult people away from their workplace. There should be facilities for staff working by themselves to keep in touch, etc.
4. **Take Action** - You should take measures to reduce any risks you have identified. The assessment and the control measures should be documented in your general risk assessment and reviewed as necessary.

Lone Working

Staff working by themselves are at an increased risk of violence. They may be on site alone or work out-of-hours, e.g. cleaners, security staff or mobile workers.

You must ensure there are safe working arrangements for such workers. You should consider:-

- ◆ can the risks of the job be controlled by one person;
- ◆ is the person medically fit and suitable to work alone;
- ◆ what training is needed to ensure they are able to work safely;
- ◆ how will the person be supervised; and.
- ◆ what happens if a person becomes ill, has an accident or there is an emergency.

There is a checklist at the back of this section for your use.

General Risk Areas:- Young Workers

Young people at work may involve children in jobs such as newspaper deliverers, on work experience, participants in Local Government Schemes or employees under 18 years of age. Often these persons have a lack of experience and it is important that particular care is taken with their induction training and that they are closely supervised in the work they do.

The Management of Health and Safety at Work Regulations also apply to the employment of young people, i.e. a person under 18 including a child (someone who is not over compulsory school age) whatever hours they work. They require employers to -

- ◆ assess the specific risks to young people before they start work;
- ◆ take into account their immaturity and lack of experience/awareness of risks;
- ◆ decide what health and safety training needs to be given;
- ◆ provide information to the parents/guardians of the child about the risks on their premises and control measures, before you employ them.;
- ◆ prohibit young persons from dangerous work activities (except where they are over compulsory school age and the work is required as part of their training, is closely supervised and the risks are reduced as far as is reasonably practicable).

A young person should not do work -

- ◆ beyond their physical or psychological capability
- ◆ that involves them being exposed to harmful radiation
- ◆ that involves risk to health from noise, vibration or extreme heat/cold
- ◆ that involves risk of accident which young persons may not recognise because of their insufficient attention to safety, or lack of experience or training
- ◆ exposing them to toxic or carcinogenic substances, substances that cause heritable genetic damage, harm to unborn children or any other chronic health effect.

Where you have five or more employees the young persons risk assessment should be recorded.

You may wish to use the risk assessment form at the back of this section. There is also a checklist.

The law relating to the age and hours of work relating to young persons is enforced by Norfolk County Council Education Office. They should be contacted for further details (see appendix 1 for their details).

Form 15

Young Persons Checklist

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Yes No

- 1. Have you identified any work activities that involve a young person. Yes No
- 2. Have you carried out a risk assessment identifying the risks to the young persons before they start work. Yes No
- 3. Have you provided parents/guardians of school age children with information about the risk(s) and control measures. Yes No
- 4. Do you have suitable and sufficient induction and other relevant training for young people. Yes No
- 5. Do you provide information instruction and where appropriate supervision for young people. Yes No

Action Required:

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Young Persons Checklist:

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Form 16

Young Persons Risk Assessment

Name of Employee:

Age:

Job Title:

Main duties:

Hazards Identified

Control Measures taken

| Hazards Identified | Control Measures taken |
|--------------------|------------------------|
| | |

Risk Assessment carried out by

If 'child' copy assessment brought to attention parent/guardian Y / N

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General Risk Areas:- Working Time

The Working Time Regulations came into force in 1998 and provide workers with certain rights concerning their hours of work, rest breaks and holidays.

The enforcement of the regulations is split between different authorities. The working time limits are enforced by your Local Authority Environmental Health Department, the entitlements to rest and leave are enforced through employment tribunals.

Working Time Limits

- ◆ Workers cannot be forced to work for more than 48 hours a week on average. This is usually averaged over 17 weeks.

Workers can agree to work longer but this agreement must be in writing and signed by them.

Working at Night

A night worker is someone who normally works at least three hours at night. Night normally being between 11 p.m. and 6 a.m.

Night Work Limits

- ◆ Night workers should not work on average more than 8 hours in every 24 hours.

Health Assessments for Night Workers

A night worker must be offered a free health assessment prior to work and on a regular basis thereafter.

A health assessment usually consists of two parts -

- ◆ A questionnaire (usually devised by a health professional, e.g. nurse); and
- ◆ A medical examination where there are concerns about workers fitness to work at night.

Where a worker suffers problems caused by nightwork, the employer should try and transfer them to day work.

Daily Rest

- ◆ Workers are allowed 11 hours uninterrupted rest each working day (Young Workers 12 hours)

Weekly Rest

- ◆ Workers are entitled to 1 day off a week or 2 days off every two weeks (Young Workers 2 days each week).
- ◆ Days off are in addition to paid leave.

Rest Breaks

- ◆ Should be at least 20 minutes in 6 hours (30 minutes in 4½ hours for Young persons)

Paid Annual Leave

- ◆ Every Worker is entitled to 4 weeks paid annual leave.

These regulations are quite complicated, and there are some exemptions or opt outs in certain areas. For further help and advice contact your local Environmental Health Department.

General Risk Areas:- Consultation With Employees

Consulting with employees on health and safety matters is important to maintain a safe and healthy workplace, and it is required by law. An employer should consult with their employees on matters to do with health and safety at work, including:

- ◆ any change which may substantially affect their health and safety at work, for example in procedures, equipment or ways of working;
- ◆ the employer's arrangements for getting competent people to help them comply with the law;
- ◆ information on hazards, risks and preventative measures, procedures and practices;
- ◆ planning health and safety training;
- ◆ consequences of introducing new technology or systems.

This means not only must you give information to employees but you must listen to and take account of what they say before making health and safety decisions.

If there is a recognised trade union and there are appointed safety representatives then they must be consulted. Where there is no trade union, the employer must consult with employees directly or through an elected representative. All representatives or employees must be given enough information to allow them to take a full and effective part in the consultation.

Elected representatives must also be given the necessary time off with pay to carry out their roles, including attending any relevant training.

General Risk Areas:- New & Expectant Mothers At Work

Many women work while they are pregnant and many return to work while they are still breast feeding.

There are various hazards in the workplace which may be transmitted to unborn or new children.

Specific regulations require you to:

- ◆ Assess the health and safety risks for women who; are pregnant, have recently given birth or are breast feeding.
- ◆ Ensure that workers are not exposed to risks that could be a danger to their health and safety.

The following are activities that are known to create a risk to new and expectant mothers and should be considered when carrying out your risk assessment:

- ◆ lifting and handling;
- ◆ noise, vibration, shocks or excessive movement;
- ◆ extremes of hot and cold;
- ◆ harmful substances;
- ◆ working conditions;
- ◆ exposure to radiation.

If any new or expectant mothers work at night and they have a medical certificate stating that night work could affect her health and safety, you must offer her suitable daytime work or if this is not possible, suspend her from work on paid leave.

If you have introduced reasonable controls but there remains a significant risk to the mother or foetus which goes beyond the level of risk to be expected outside the workplace, steps must be taken to remove them from that risk.

General Risk Areas:- Noise

If your employees are exposed to high levels of noise, e.g. in entertainment premises, they can suffer incurable hearing damage. Noise can also cause stress and difficulty in communicating.

Employers must ensure that under the Noise at Work Regulations employees are not exposed to excessive noise at work.

The regulations require you to:-

- ◆ Assess if the noise in your workplace is likely to create a risk to your employees.
- ◆ Reduce the noise if it creates a risk.
- ◆ Provide your employees with hearing protection where necessary.
- ◆ Keep noise levels below specified legal limits.
- ◆ Provides employees with information and training on any measures you introduce.

If it is not possible to hold a conversation without raising your voice, if you are using noisy machinery or playing loud music, or if employees suffer ringing in their ears on leaving the workplace, it is possible you may need to have a noise assessment carried out by a competent person and keep records of that assessment.

If you believe that noise may be causing a problem in the workplace, and you would like further advice, please contact a health and safety officer at the Environmental Health Department.

General Risk Areas:- Statutory Notices/Information

There are a number of health and safety notices or information that must either be displayed or be readily available on a premises as follows:-

Notices

- ◆ Health and Safety Law - What You Should Know poster (available from HSE books).
- ◆ Details of fire evacuation procedure.
- ◆ Name, location and contact number for first aiders.
- ◆ Employers liability insurance certificate.

Information

The following information must also be kept in a readily available position either for employees or for examination by visiting health and safety officers:-

- ◆ Risk assessments.
- ◆ Health and safety policy/manual.
- ◆ Accident reports.
- ◆ Statutory insurance reports, e.g. lift/machinery inspection certificates.
- ◆ General health and safety information, e.g. maintenance records.

This information may be kept on a computer but it must be accessible.

General Risk Areas:- Training & Information For Employees

You are required by law to provide such information, instruction, training and supervision to employees to ensure that they can do their job safely. Some employees may have specific training needs such as young persons who may need extra training and supervision.

Training is usually needed when an employee:

- ◆ First starts work.
- ◆ If they are exposed to new or increased risks, e.g. new equipment.
- ◆ Change jobs or the work they do.
- ◆ Where the law may specially require it e.g. fork lift driver training.

Training should be repeated periodically, e.g. refresher training following an accident and be during working hours.

The training should cover:

- ◆ The risks to an employee's health and safety in your workplace.
- ◆ The measures you take to prevent and protect people from risks.
- ◆ Emergency procedures, e.g. fire.

Training can be provided in a variety of ways and can be effectively done in most cases 'in house'.

It is advisable to keep records of training given to prove that employees have been appropriately trained on the health and safety risks in the workplace.

It is important that you check that the training has been effective and that employees are carrying out their work and safely and without risks to their health.

There is a blank record of training form at the back of this section for your use.

General Risk Areas:- Stress

Stress is now one of the biggest causes of employees taking time off work. Stress is the reaction people have to excessive demands or pressures. The symptoms of stress can be:-

- ◆ Physical effects, such as raised heart rate, headache, dizziness, blurred vision, aching neck and shoulder.
- ◆ Behavioural effects, such as increased anxiety, difficulty sleeping, poor concentration, inability to deal with everyday tasks.

Stress is often short lived but it can lead to acute mental and/or physical ill health.

It usually arises in the workplace when people try to cope with tasks and responsibilities associated with their jobs but find difficulty, strain or worry in doing so.

The Health and Safety Executive have identified six main reasons why employees may suffer stress at work:-

- ◆ Demands of the job.
- ◆ Lack of control over their work.
- ◆ Lack of support from manager and colleagues.
- ◆ Role within the organisation.
- ◆ Change and how it is managed.
- ◆ Relationships with other colleagues.

If stress levels in a workplace are such that they could cause harm to employees you must ensure it is effectively controlled.

Often it is difficult to identify as employees often try to hide it. You can ascertain if you have stress issues in your workplace by:-

- ◆ Looking at staff sickness turnover.
- ◆ Carrying out surveys of employees.

If you find that your working conditions are causing stress to your employees you need to take measures to reduce stress this can be improved by:-

- ◆ Good management - including having regard for people.
- ◆ Understanding issues that cause stress and take it seriously.
- ◆ Ensuring a person knows what their job entails and that they are confident they can do it. Match the job with the person.
- ◆ Having an open, consistent, caring management style.
- ◆ Providing help to people suffering from stress.
- ◆ Ensuring there is good communication.
- ◆ Monitoring stress levels, e.g. look at sickness rates, do staff surveys, etc.

www.hse.gov.uk/stress provides detailed information on how you can tackle stress in your workplace.

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Asbestos is a product that was used heavily in the building industry especially during the 1950's and 1960's. There are three main types of asbestos commonly referred to as blue, brown and white. All are dangerous and breathing in asbestos fibres can cause diseases especially cancers of the lung and chest. Often these diseases do not show any symptoms until many years after the exposure to the asbestos product. Asbestos can be in many different locations in buildings such as pipe lagging in boiler rooms, ceiling tiles, corrugated roof sheets, partition walls, floor tiles, textured coating and paints. You cannot determine if a product contains asbestos by looking at it. A sample of the product must be analysed by a specialist accredited laboratory. A list of companies who are accredited to take samples and carry out surveys can be found at the UKAS website www.ukas.com

If you know or think your building may contain asbestos, you need to assess the risk of exposure to your workers and others who may use the building. You will need to determine: -

- ◆ If there is asbestos in your building.
- ◆ Where it is.
- ◆ What form it is in e.g. ceiling tile.
- ◆ What condition it is in.

You can do the survey in house if you are competent to do so.

If a survey is likely to be complicated or if you have some materials that require sampling you may wish to use an independent expert.

It is not a legal requirement for a survey to be carried out by an independent specialist.

Following this you will need to decide if any further action needs to be taken to control exposure to the asbestos. If the asbestos is in good condition it is often safer to leave it in place and manage it by: -

- ◆ Keeping details of where it is.
- ◆ A basic plan of the premises identifying where asbestos may be present will be adequate for many small premises
- ◆ Preferably labelling the asbestos.
- ◆ Making sure anyone who works on or near the material knows of its location, especially contractors or your own maintenance staff who could become accidentally exposed.
- ◆ Carry out regular checks to ensure that the condition of any materials that do contain, or are likely to contain asbestos have not deteriorated.

If the asbestos is in a poor condition you should seek advice from a specialist about the best way of dealing with it.

Work on asbestos insulation board and lagging can only be done by contractors licensed by the HSE.

A list of these contractors can be found at www.hse.gov.uk/asbestos/licensing/index.htm

Legionnaires Disease

Legionnaires' disease is a potentially fatal disease caused by Legionella bacteria. Inhaling contaminated droplets of water causes infection. Everyone is susceptible to infection but the elderly, smokers and those with impaired immune systems are at an increased risk. Symptoms of legionnaires disease are similar to flu.

The bacteria can contaminate and grow in water systems such as hot and cold-water services and cooling towers. It is a requirement that you consider and control the risks from Legionella in your workplace. In determining if there is a risk you should consider if: -

- ◆ There are conditions that will allow bacteria to multiply e.g. is the water temperature at outlets between 20°C-45°C
- ◆ Can water droplets be produced such as from showerheads.
- ◆ Are susceptible people - such as elderly or infirm likely to come into contact with water droplets.
- ◆ There are outlets that are hardly used e.g. showers.
- ◆ Stagnant water could accumulate in any pipework.

The risks from legionella bacteria can be controlled by: -

- ◆ Ensuring your water system is adequately maintained and kept clean.
- ◆ Ensuring hot water at tap outlets is kept to at least 50°C and 60°C at the boiler.
- ◆ Checking the water temperature at water outlets on a regular basis.
- ◆ De-scaling showerheads on a regular basis.
- ◆ Flushing through unused water outlets to prevent water stagnating.
- ◆ Covering water cisterns and ensuring they are kept clean.

If you have five or more employees the findings of any risk assessment together with any monitoring checks that are carried out should be documented.

Recommended Checklist:

Legionnaires' disease a guide for employers

General Risk Areas:- Fire

Fire is unpredictable and spreads quickly, factors which must be considered when deciding the measures on how to prevent it, control it and the effects it may have on your employees, members of the public, etc. As a minimum you should ensure that such persons:

- ◆ Are aware of fire hazards at work.
- ◆ Know about fire precautions in the workplace.
- ◆ Know escape routes.
- ◆ Know what to do if a fire breaks out.
- ◆ Are aware of the measures to be taken to prevent fires from starting.

If you employ staff it is now also a requirement under the Fire Precautions (Workplace) Regulations to carry out a risk assessment to identify what the risks are from fire in your premises.

As an employer you will need to decide:-

- ◆ What the risks are from fire and how serious they are.
- ◆ What, if anything, needs to be done to eliminate to reduce any risks you have identified.
- ◆ What training your staff may need.

Free advice is available from your local Fire brigade, tel: No. 01493 - 843212 who are responsible for the enforcement of these Regulations.

Safety Policy Document

6

If you employ five or more people you must by law have a written health and safety policy statement.

Simply it describes what your General aims are with regard to your employees health and safety.

The safety policy statement should not only describe your commitment to ensuring the health and safety of your employees but must also detail the organisation and arrangements within your organisation to make sure that the requirements of the policy are carried out.

The general statement should be signed and dated by the most senior person in your organisation to show commitment to health and safety at the highest level. All people having specific health and safety responsibilities should be named and their responsibilities detailed.

The policy must be regularly reviewed to ensure that it is still valid particularly when there has been a change of process, procedure or materials used and all staff must be notified of both the policy and any changes made to it.

The safety policy must be brought to the attention of all employees, this may be done by giving each employee a copy or by making the policy freely available, e.g. by posting it on a notice board.

A proforma health and safety policy is included in this section which you may wish to complete and use. This is divided into three sections;-

Section A is a general declaration of your companies obligations under the health and safety at work act together with details of who is responsible.

Section B deals with the general health and safety arrangements that apply to most businesses.

Section C deals with specific hazards that may or may not apply to your company.

There is a blank safety policy document at the back of this section for your use.

Recommended Leaflet

Writing a Safety Policy Statement: Advice to employers HSC6 revised

Completing Your Safety Policy

Now you have read and completed the various forms provided in this pack you should have all the information you need to produce your safety policy.

1. **General Statement of Policy** - This should be signed by a director of the company or a senior partner.
2. **Responsibilities** - The ultimate responsibility for health and safety rests at director level but duties can be delegated to employees. Any named employees should be aware of their duties.
3. **Accidents** - See Section 2.
4. **Fire Safety** - The fire fighting equipment and the means of escape are enforced by your local Fire Brigade and the Fire Officer should be contacted for advice.
5. **Advice and Consultancy** - Advice is freely available from Great Yarmouth Environmental Health Department but you may have other people you use for certain purposes.
6. **Training** - See Section 5 - Training and information for employees.
7. **Contractors & Visitors** - You are required to ensure the health and safety of contractors and visitors and in turn contractors will have to ensure the safety of your staff as well as visitors. You should therefore ensure there are clear rules covering such people.

You will need to know what the contractor will be doing on your premises and also you will need to inform them of any activities taking place on your premises that may affect their employees.

8. **Housekeeping** - This is important to prevent, accidents especially slips and falls whilst at work, covers such matters as cleanliness, safe storage and safe access and egress.
9. **Electrical Equipment** - See Section 4.
10. **Personal Protective Equipment** - See Section 5 - Personal Protective Equipment.
11. **Machinery/Equipment** - This must be designed for its purpose, be suitably maintained and operators must be suitably trained. Some machinery may need to be fitted with guards and/or safety devices.
12. **Noise** - See Section 5 - Noise.
13. **Dangerous & Hazardous Substances** - See Section 3.
14. **Fluids/Gases under Pressure** - See Section 5 - Gas Safety/Pressure Systems.
15. **Other Important Hazards** - List here any other hazards not covered in the previous sections and any rules you may have, e.g. for maintenance of gas appliances, use and care of personal protective equipment, etc.

(N.B. Leaflets on all of the above matters are freely available from the Environmental Health Department - see the relevant sections for recommended leaflets)

Form 18

Health & Safety Policy Statement

- Using This Guide
- Health & Safety Visits
- Risk Assessment
- First Aid & Accidents
- Hazardous Substances
- Electricity
- General Risk Areas
- Health & Safety Policy
- Appendices

Date of Policy

Review Date

Form 18: (cont.)

Using This Guide

Health & Safety Visits

Risk Assessment

First Aid & Accidents

Hazardous Substances

Electricity

General Risk Areas

Health & Safety Policy

Appendices

Form 18: (cont.)

Health & Safety at Work etc. Act 1974

Health and Safety Policy of

Company Name:

Address:

.....
.....
.....

SECTION A

General Statement of Policy

Our policy is to provide and maintain working conditions, equipment and systems of work which are safe and healthy for all our employees and to provide information, training and supervision sufficient to maintain safety. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The arrangements for implementing this policy and the particular duties of persons for safety matters are specified below.

Our policy will be revised in the light of changes in the circumstances of our business or amendments in the law. The effectiveness of this policy will be reviewed annually.

Signed

Director/Proprietor

Date

Using This Guide

Health & Safety Visits

Risk Assessment

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Hazardous Substances

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General Risk Areas

Health & Safety Policy

Appendices

Form 18: (cont.)

Responsibilities

1. Overall and final responsibility for health and safety in the company is that of:

Mr/Mrs/Ms.....Director/Proprietor

2. Mr/Mrs/Ms.....Manager
is responsible for this policy being carried out at the premises at

.....
and in his/her absence Mr/Mrs/Ms..... will be
responsible for this policy being carried out at the premises at

.....
and in his/her absence Mr/Mrs/Ms..... will be
responsible as deputy

3. The following supervisors are responsible for safety in particular areas:

| Supervisor | Area | Any special responsibility |
|------------|-------|----------------------------|
| | | |
| | | |

4. It is the responsibility of all employees to co-operate with supervisors and managers to achieve a healthy and safe workplace and to take reasonable care of themselves and others.

5. Whenever an employee, supervisor or manager notices a health or safety problem which they are not able to put right, they must immediately notify the responsible person. They must also inform the employees who are likely to be affected and their safety representative, if one has been appointed.

Every employee is encouraged to participate fully in achieving health and safety by consultation with:-

6. Other people (if any) responsible for:-

Safety Training.....

Carrying out safety inspections.....

Investigating accidents.....

Monitoring maintenance of plant and equipment.....

Form 18: (cont.)

SECTION B General Statement of Policy

Accidents

First Aid equipment is located

Trained/qualified first aiders are:

| Name | Location/Telephone No. |
|-------|------------------------|
| | |

Person responsible for the first aid equipment, i.e. Appointed Person, is:

.....

Accident register is kept at:

.....

Person responsible for completing the accident register and making any statutory accident report is:

.....

*on Form F2508 or F2508A (copy in Appendix).

Fire Safety

Fire Safety checks are made by:

| Name | Frequency of checks | Location/Telephone No. |
|-------|---------------------|------------------------|
| | | |

Escape Routes:

.....

.....

Fire Extinguishers:

Maintenance Company:

Fire alarms:

Other equipment (list)

.....

.....

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Form 18: (cont.)

Using This Guide

Advice and Consultancy

Local inspector's office and telephone number:

.....

(and if appropriate) Safety Consultant

.....

Doctor:

Nurse:

Health & Safety Visits

Risk Assessment

Training

Person(s) responsible for training

Location/Telephone No.

.....

.....

First Aid & Accidents

Special Training

(Hazardous jobs may need special training)

Job

Training required

.....

.....

Hazardous Substances

Electricity

Contractors and Visitors

(List or attach your company rules for contractors and visitors)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

General Risk Areas

Health & Safety Policy

Appendices

Form 18: (cont.)

SECTION C Hazards

Hazard sheets are kept:

Manufacturers guidance is kept:

Other guidance is kept:

Housekeeping and Premises

Below are rules for:

Cleanliness:

.....

Waste disposal:

.....

Safe stacking and storage:

.....

Marking and keeping clear gangways, exits etc:

.....

Checking equipment like ladders:

.....

Special access to particular places:

.....

Electrical Equipment

Routine for inspecting plugs and cables for loose connections and faults:

.....

.....

Any rules for use of extension leads and portable equipment:

.....

.....

Arrangements with electrical contractors for periodic checks of the installation and equipment:

.....

.....

Using This Guide

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Health & Safety Policy

Appendices

Form 18: (cont.)

Machinery

Rules for use:.....
.....
.....

| Equipment | Who Checks | Frequency of Checks |
|-----------|------------|---------------------|
| | | |
| | | |
| | | |
| | | |
| | | |

Dangerous Substances

Rules regarding dangerous substances:.....
.....

Fluids Under Pressure

Rules for use:.....
.....
.....

Other Important Hazards

Hazard rules and maintenance procedures:

Hazard:.....
.....
.....

Maintenance:.....
.....
.....
.....
.....
.....

- Using This Guide
- Health & Safety Visits
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- Electricity
- General Risk Areas
- Health & Safety Policy
- Appendices

Useful Addresses and Contact Details

A1

1. Great Yarmouth Borough Council

Environmental Health
Maltings House
Malthouse Lane
Corleston
Great Yarmouth
Norfolk NR31 0GY

Tel: 01493 - 846478

Fax: 01493 - 843212

Web: www.great-yarmouth.gov.uk

Email: g-yarmouth@cieh.org.uk

2. Health and Safety Executive

Lakeside 500
Old Chapel Way
Broadland Business Park
Norwich
Norfolk NR7 0WQ

Tel: 01603 - 828000

Fax: 01603 - 828050

3. Employment Medical Advisory Service (EMPS)

May be contacted via Health and Safety Executive, Norwich Office - see 2 above.

4. HSE Books

PO Box 1999
Sudbury
Suffolk
CO10 2WA

Tel: 01787 - 881165

Fax: 01787 - 313995

<http://www.hsebooks.com>

5. Health and Safety Enquiries

a) HSE Infoline

Tel: 0845 345 0055

Email: hse.infoline@natbrit.com

b) HSE Information Centre

Broad Lane

Sheffield

S3 7HQ

Tel: 0114 289 2345

Fax: 0114 289 2333

c) HSE home page <http://www.hse.gov.uk>

6. Norfolk Fire and Rescue Service

Tel: 01603 - 810351

Fax: 01603 - 812261

Web: www.norfolkfireservice.gov.uk

Email: hq@fire.norfolk.gov.uk

7. Norfolk Education Welfare Service

Eastern Education Advice Centre

22 Euston Road

Great Yarmouth

NR30 1EA

Tel: 01493 - 336300

